



ADUR & WORTHING
COUNCILS

Taxis – Reporting Issues with the Licensing Service

Comments about services should be made in writing. They will be reviewed by the Public Health & Regulation Manager who will write and let you know what they will do as a result of your feedback. Suggestion and feedback either positive or negative is appreciated.

Specific Complaints

If you are not happy with the service you received or the conduct of the officer, or assistant, that dealt with you then you will need to put your complaint in writing to the Licensing Unit so it can be fully investigated.

There are two stages to the councils' complaints procedure. However, if you are only wanting to report a missed council service or a fault please refer to the reporting a missed service or fault section below.

- **Stage 1:** You should make your complaint to the relevant Service Manager who will receive the details and take any appropriate action.
- **Stage 2:** If you are not happy with the response you can ask for the Director for the relevant service to review your complaint. He or she will either respond personally or delegate the response to an appropriate Officer/Service Manager in the service area who did not respond at Stage 1.

At each stage a written acknowledgement will be sent within five working days with contact details of the person who will investigate the complaint. We will try to reply fully in writing within 10 working days for Stage 1, and within 15 working days for Stage 2, but if we are unable to do so we will contact you to explain the delay and how long it will take to respond.

Complaints that have not been addressed either at stage 1 or stage 2 can be taken by the complainant to the Local Government Ombudsman but only after stage 1 and 2 are complete.