PUBLIC TRANSPORTATION
CUSTOMER SATISFACTION FORM

This form is to be used to file a complaint or give a good comment about a taxi, shuttle, bus, tour or limousine hired transportation service you received or requested. The information that you provide on this form will be reviewed by the Director of Taxi and Livery Commission, and he/she may conduct an Administrative Hearing to resolve the complaint.
Reference: Road Traffic (Taxi and Livery Commission) Regulations, 1997, regulation 15A

PERSONAL INFORMATION	
I AM: ☐ PASSENGER ☐ OPERATOR ☐ AGENCY	
NAME:	
YOUR CONTACT INFORMATION	
ADDRESS:	
PHONE:	EMAIL:
COMPLAINT/COMMENT INFORMATION	
NAME OF OPERATOR/DRIVER:	
COMPANY: (eg; Abc Taxi & Tours)	
LICENSE PLATE NUMBER:	DATE OF OCCURRENCE:
LOCATION: (Island, Airport, Dock, Neighborhood, etc.)	
JOB/ROUTE: (eg; Airport to Huntums Ghut)	
DESCRIPTION OF PROBLEM/COMPLAINT/COMMENT (Please record as fully as possible the facts and circumstances surrounding the claimed situation. Use additional sheet of paper when necessary)	
SIGNATURE:_____ DATE:_____	

T.I.E. - Transportation in Excellence