

Taxi Passengers

Making a Complaint

If you want to make a complaint about a taxi service, what you can do depends on what happened.

Step 1 – Report the incident

For a **crime or a serious offence** you should contact Tasmania Police as soon as possible.

- The types of allegations you should refer to Tasmania Police are things that you would go to the Police about, no matter where they happened or who the offender was.
- This includes assault (including sexual assault), being held in a vehicle against your will, stealing, or serious traffic offences (e.g. dangerous or negligent driving).

You should report **serious licensing offences** to the Department of State Growth.

- This includes people operating a taxi without accreditation, unlicensed taxi drivers and taxis illegally soliciting for trade on public streets.

For most other matters, the Department of State Growth recommends that you first contact the taxi company to try and sort out the problem. All taxis have to display a phone number that passengers can call if they have a complaint about the taxi or the driver.

Step 2 – If the incident isn't resolved

If you aren't satisfied with how the taxi company has handled your complaint, what you can do next depends on what the problem is.

Customer service

The Department of State Growth has no legal authority to investigate customer service complaints (e.g. a driver being rude, the taxi being late or not arriving, a driver not helping with your luggage). State Growth will not deal with these types of complaints.

For customer service issues that you haven't been able to sort out with the taxi company, you can ask the taxi company to take further action. If you're not satisfied you might prefer to choose another taxi company next time you need a taxi.

Regulation breaches

If you haven't been able to resolve an issue that is covered by a taxi-related law, you can refer your complaint to the Department of State Growth through Service Tasmania on 1300 135 513.

This could include things like:

- Overcharging
- Taking the incorrect route
- Being refused a hiring from a taxi rank
- Unroadworthy vehicle
- Being told your Guide Dog or other assistance animal cannot travel in the taxi
- Being told you must take the first taxi on the rank, or that you must not use a WAT unless you are travelling in a wheelchair

If you want State Growth to investigate you'll have to provide details of the incident (e.g. date, time, place, details of the driver and the vehicle, your receipt, photo of the taxi etc).

Discrimination

If you believe you've been discriminated against (for example, if a taxi driver refuses to take you in the taxi because you are in a wheelchair, or refuses to carry your Guide Dog), you might lodge a complaint with the Office of the Anti-Discrimination Commissioner (OADC) on 1300 305 062 (within Tasmania) or (03) 6165 7515 (outside Tasmania), or at www.antidiscrimination.tas.gov.au

You could also contact the Australian Human Rights Commission (AHRC) on 1300 656 419, or www.humanrights.gov.au/complaints/make-complaint

You don't have to make a complaint to the taxi company before you contact State Growth, the OADC or the AHRC, but sometimes problems can be sorted out with the taxi company without needing to get an outside authority involved to investigate them. What you do (if you decide to do anything), is your decision.

Examples of complaints

The table below provides some examples of problems that might happen in taxis (other than serious incidents that you would report to Tasmania Police). The flow chart on the next page explains what you can do if any of these things were to happen to you.

Type of incident	Examples of complaints
Breach of taxi laws	<ul style="list-style-type: none"> • Overcharging or inappropriate charging • Misusing a taximeter (e.g. wrong tariff, turning meter on too early) • Taking an incorrect route • Taxi equipment not working • Soliciting for trade on a public street (not a taxi rank) • Refusing a hiring from a taxi rank (except as permitted by law) • Informing a person that only wheelchair-reliant people can travel in WATs • Incorrectly securing a wheelchair in a taxi • Refusing to carry a Guide Dog or other assistance animal (except as permitted by law) • Driver tampering with, or obstructing, the taxi's security camera.
Breach of anti-discrimination laws	<ul style="list-style-type: none"> • Refusing to take a wheelchair-reliant passenger (except as permitted by law) • Refusing to carry a Guide Dog or other assistance animal (except as permitted by law)
Breach of vehicle standards	<ul style="list-style-type: none"> • Unroadworthy or unsafe vehicle (e.g. smooth tyres, lights not working, cracked windscreen)
Minor breach of road rules	<ul style="list-style-type: none"> • Running a red light • Speeding • Failing to give way
General customer service	<ul style="list-style-type: none"> • Rude driver • Late taxi / taxi doesn't arrive at all • Dirty taxi • Driver refuses to assist with luggage • Poor driving (not breaching road rules)

