

**WRITTEN QUESTION TO THE MINISTER FOR INFRASTRUCTURE
BY DEPUTY K.F. MOREL OF ST. LAWRENCE
ANSWER TO BE TABLED ON TUESDAY 10th SEPTEMBER 2019**

Question

Will the Minister explain whether the Government collects data on the number and nature of complaints about taxi and cab services made by members of the public, and the medium used to submit the complaint; and if there is no such collection, will the Minister start to collect data about taxi and cab complaints and if not, why not?

Answer

On my behalf, Driver and Vehicle Standards administer the regulation of all Taxi services. As part of this, complaints received from the public are dealt with according to the outcome of the investigation of the complaint. Complaints can either be submitted on a paper form or via email, and if any are received in person or via phone, the complainant is requested to complete a written submission before any formal process is started.

The complaints, if found to be valid, and any subsequent action, is recorded on file against the individual badge holder. They are collated centrally, however all complaints are only signed off by two people within DVS allowing the department to maintain an overview of the number and nature of those received.

A new online form has been created, which is in the final stages of being made available on gov.je, to improve accessibility to the public in reporting feedback on taxi services and internal recording and reporting for DVS.