Our ref: 13667404

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**Taxi and Private Hire
Investigations Department**

Transport for London
14 Pier Walk, 4G3
North Greenwich
London SE10 0ES
Phone 0343 222 4000
www.tfl.gov.uk

22 July 2019

Dear ████████

**Allegation of inappropriate behaviour**

We have recently received a complaint on the 7 July about the conduct of a taxi driver. A summary of the allegation is enclosed.

As the owner of the vehicle, we believe you were the driver at the time. If this is not the case, please let us know.

We've decided not to take any action on this occasion however, we are advising you that a complaint has been made.

Should we receive any further complaints about your conduct, we may investigate the matter and take appropriate action.

We always expect drivers to demonstrate a high standard of driving and conduct at all times, and trust you'll ensure these standards are maintained.

If you wish to discuss this matter further, please do not hesitate to contact us on 0343 222 4000 between 09:00 – 17:00 Monday to Friday and we'll be happy to help you.

Yours sincerely

████████████

+4th Floor | **Taxi Private Hire Customer Service Adviser**
⊖**Transport** *for* **London | 1st Contact Operations | Customer** Experience **Technology and Data**
+4th Floor Green Zone| 14 Pier Walk | North Greenwich | London SE10 0ES
(**Direct line:** 0343 222 4000 | **: Email:** TaxiPrivateHireComplaints@tfl.gov.uk

**TRANSPORT FOR LONDON**
EVERY JOURNEY MATTERS

**MAYOR OF LONDON**

**ENC**

Comments: I was charged £10 by mytaxi but the meter was only £8. The taxi driver was ▮▮▮▮▮▮▮▮▮ per receipt (we can confirm that we've seen the receipt).

Travelling From: The Sanctuary, SW1P

Travelling To: Westminster Bridge Road, London SE1

Date of Travel: 18/06/2019

Time of Travel: 22:20

Vehicle Registration Number: ▮▮▮▮▮

**Call from Driver**
After 5pm it is £10 for taxis booked by MyTaxi. Driver called to inform us about this as he wasn't in the wrong.

██████████████

- 25/07/2019 13:31