

Taxi Complaint Form

City of Naples - Central Management Office for
Infrastructure, Public Works and Public Transport
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Privacy of Personal Data

Information pursuant to article 13 of Legislative Decree no. 196/2003 "Personal Data Protection Code"

- Any collected data shall be only used with the objective of ensuring that a response is provided to citizens and shall not be disseminated or communicated except as regards legal obligations;
- the collected data shall be inserted into the data bank of the Central Management for Infrastructure, Public Works and Public Transport of the City of Naples
- Submitted data may be modified and cancellation of said data from the data base may be requested at any time;
- The submittal of data is not obligatory in nature; however refusal to do so may make it impossible to examine the complaint.

Pursuant to article 13 of Legislative Decree 196/2003 and in accordance with article 23 of Legislative Decree no. 196/03, I hereby authorise my personal data to be processed.

SIGNATURE _____

Name and surname	
City/Address/Postal Code	
Mobile/Telephone number / e-mail address	
YES NO	If necessary I am available to personally appear before the Commission.

Details of incident

Location of pick-up		Date and time of pick-up	
Location of drop-off		drop-off time	

Details for indentifying driver

Obligatory:			
TAXI license Number _____ (can be found on the front door of taxi, on the metal plate on the rear hatchback of the vehicle and on plate inside the taxi and/or the TAXI number)			
Vehicle licenseplate number		Vehicle make and model	

Other pertinent information

Number of passengers		Number of suitcases, if applicable	
Radio Taxi Company *		Radio Taxi acronym	
Was request for taxi made via telephone call to Radio Taxi?	YES	NO	
Was request for taxi made via telephone call to taxi stand?	YES	NO	

* The following Radio Taxi Companies operate in Naples: Consortaxi – La 570 – La Partenope – TelecontactCenter

Complaint (If the space provided proves to be insufficient, use an additional sheet of paper)

- The driver stopped the vehicle on route and obliged passenger to descend without a valid reason
- The driver chose which passengers he wanted on board
- After having asked the destination, the driver refused to take the passenger
- the driver was vulgar or physically abusive
- The driver was discourteous
- The driver did not comply with passengers' request (not to smoke, to lower the volume of music, etc.)
- The driver drove in a dangerous manner
- The interior of the vehicle was dirty
- The price list was not on display inside the vehicle
- The driver failed to take the shortest, least expensive route to reach destination (unless specifically requested by passenger)
- The driver requested a fare higher than the amount indicated on the meter (including any applicable supplements)
- The meter was already running before the passenger entered the taxi (does not include charges for taxis responding to radio taxi and/or taxi stand calls)
- The driver requested payment of a forfeit without starting the meter
- The driver gave incorrect change once payment was made
- Despite passenger request, the driver did not include all required information on the receipt
- Despite passenger request, the driver did not adopt fixed rate fare,

Obligatory:

Description of episode and any witnesses _____

Date _____ Signature _____

A copy of photo ID is provided in attachment

For internal office use only

Date complaint received _____

Date proceedings initiated _____

Date proceedings concluded _____

Notification of outcome _____