

Appendix C: Vehicle for Hire Complaints

**Vehicles for Hire Monthly Report
As of September 30, 2025**

Complaints (2018 - 2025)													
Service - Refusal/ Poor	Driver - Conduct/ Road Habits	Taxi Condition	Articles lost/ Damaged/ Collateral	Overcharge/Pre- payment/ Meter not on	Illegal Operator	Assault/ Harassment	Driver Reported -	WAV /	Dispatch	Police /	Cell	Other	Total
							Fares not paid by passenger *	Accessible Complaints *	Company ***	MPIC **	Phone **		
35	26	5	9	8	6	2						29	120
9	25	1	4	20	3	1						23	86
15	15	3	2	7	3	-						6	51
10	31	-	5	7	-	1						20	74
9	21	3	5	17	1	2	23	13				14	108
4	19	-	6	5	-	2	7	9		1	3	12	68
1	34	3	4	2	3	2	15	16	3	-	-	12	95
2	20	1	3	-	3	-	4	3	5	5	1	-	50
83	171	15	35	66	16	10	45	38	3	1	3	116	652

* New Category in 2022

** New Category in 2023

*** New Category in 2024