

TAXIDRIVERS — PASSENGER COMPLAINTS

4788. Hon Ken Travers to the Minister for Finance representing the Minister for Transport

How can a passenger contact the Department of Transport to make a complaint about taxi drivers who —

- (a) have poor English;
- (b) are overcharging;
- (c) charge the wrong tariff;
- (d) have poor geographical knowledge;
- (e) use a mobile phone or other distraction whilst driving;
- (f) use inappropriate language;
- (g) display inappropriate behaviour; or
- (h) commit sexual assault?

Hon SIMON O'BRIEN replied:

The Department of Transport advises:

- (a)–(g) By telephone, by mail or by email.
- (h) By telephone, by mail or by email. The Department of Transport would then refer the matter to the Western Australia Police.