

Private Hire Operator Guide in Milton Keynes

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www.milton-keynes.gov.uk/taxi

This guide should provide you with all the help and information you need to apply and licence as a Private Hire Operator in Milton Keynes.

If you still have any questions or queries email us at: taxi@milton-keynes.gov.uk

MK Council's Taxi Licensing Service (TLS) is the independent regulator.
This booklet is designed to provide all the information you need to
obtain a Private Hire Operator licence Milton Keynes.

Private Hire Operator Guide

How to apply

You can submit your application by attending the Taxi Licensing Office in Milton Keynes in person. The Taxi Licensing Office is located at:

MK Council Synergy Park Depot
Chesney Wold
Bleak Hall
Milton Keynes
MK6 1LY

Operator applications and renewals can be submitted Monday to Thursday between 09:30- 11:30 or 14:00-16:00.

We are not able to accept applications outside of these hours.

Alternatively you can email your fully completed application and supporting documents to:
Taxi@milton-keynes.gov.uk

If you are sending us attachments or photos, please ensure they are in focus and all the text is legible.

Incomplete applications will be rejected.

Fees are not refundable should you chose to withdraw your application at any stage in the process.

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Application process

Please bring your completed application form and ALL your documents to the Taxi Licensing office or email them to Taxi@milton-keynes.gov.uk

For new applicants, we aim to have your operator licence within 10 working days.

For renewal applicants, your application needs to be submitted 8 weeks before your licence expiry date as per policy.

Documents required for Private Hire Operator licence application:

- Fully Completed Application Form
- Customer Complaints Policy
- Data Protection Policy
- Public Liability Insurance (if applicable)
- Credit or Debit Card payment of the appropriate fee.

If any Individual listed in Section 5 of the application form is not a Milton Keynes licenced driver then you will also be required to submit:

- Basic DBS or ACRO SAR1 for everyone listed in Section 5a, 5b & 5c
- Photo I.D of everyone listed in section 5a, 5b & 5C (Driving Licence or passport)
- Right to work documentation for everyone listed in 5a, 5b & 5c (if applicable)

IMPORTANT: Please bring all original supporting documents with you at the time you collect your licence.

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Customer Complaints Policy

Develop a complaints handling policy. It should include reassuring customers that you value their feedback and you are committed to resolving their issues in a fair, timely and efficient manner.

It should also:

- explain how customers can make a formal complaint
- identify the steps you will take in discussing, addressing and resolving complaints
- indicate some of the solutions you offer to resolve complaints
- inform customers about your commitment to continuous improvement

Complaints handling procedure

Once you have developed a policy you can create a procedure for handling complaints. A procedure will ensure complaints are dealt with the same way, every time. The procedure should be easy to understand and follow by all your staff.

Your procedure could include the following steps.

Listen to the complaint

Thank the customer for bringing the matter to your attention. Apologise and accept ownership, don't blame others and remain courteous.

Record details of the complaint

Go through the complaint in detail so you can understand exactly what the problem is. Keep records of all complaints in one central place or register. This will help you identify any trends or issues.

Get all the facts

Check that you have understood and recorded the details of the complaint correctly. Ask questions if necessary.

Discuss options for fixing the problem

Ask the customer what response they are seeking; it could be a repair, replacement, refund or apology. Decide if the request is reasonable.

Act quickly

Aim to resolve the complaint quickly. If you take a long time they tend to escalate.

Keep your promises

Keep the customer informed if there are any delays in resolving their request. Don't promise things that you can't deliver.

Follow up

Contact the customer to find out if they were satisfied with how their complaint was handled. Let them know what you are doing to avoid the problem in the future.

Make sure your staff are trained to follow your procedure when handling complaints and that they have the power to resolve issues as quickly as possible.

Encourage your customers to provide feedback and complaints so that they let you know when there is a problem and give you the opportunity to resolve it.

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Data Protection/GDPR Policy

Why you need a data protection/GDPR policy

Failing to follow data protection rules could lead to a substantial fine. Data protection policies will help you comply with the GDPR requirements by setting out clear procedures to be followed both by businesses and by data subjects.

A clear data protection policy makes sure everyone in your company understands why data protection is important. It also describes procedures for collecting, working with and storing data.

Implementing a data protection policy

Your data protection policy should be a practical document. Your staff should be able to understand it and refer to it when they need data protection advice.

It's important to review your data protection policy regularly. Most companies do this about every two years. You should also review if your business changes how it operates or plans to start storing data in a new way.

Data covers a wide range of information, including names and addresses, financial records and bank details, staff employment records and dates of birth.

As a private hire operator you will collect and hold some form of personal information about customers. It is essential that your business is GDPR compliant, no matter your company size.

The two key principles of GDPR are that businesses must have appropriate legal grounds for processing personal data and do so transparently, and a business can only collect personal information for a specific purpose and only use it solely for that purpose.

Your business must be GDPR compliant if you acquire, store or use personal information in any capacity.

There is a large amount of information, guidance and templates regarding Data Protection & GDPR on the [ICO website](#).

Guidance for [Data protection](#)

Guidance for [GDPR](#)

Template [privacy notice](#)

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Insurance, DBS, I.D & Right to work

Public Liability Insurance (if applicable)

If you have a booking office that is open and accessible to the public then you will be required to hold and provide a copy of your public liability insurance.

Basic DBS or ACRO SAR1

If you or any person listed in Section 5a, 5b or 5c of the application form are not a licensed driver with Milton Keynes Council then you will be required to provide a basic DBS or [ACRO SAR 1](#). This needs to be no older than one month at the time of application.

Photo Identification

If you or any person listed in Section 5a, 5b or 5c of the application form are not a licensed driver then you will be required to provide photo identification. Accepted forms of identification are a DVLA driving licence or Passport.

Right to Work Documentation

We are required under the Immigration Act 2016 to ensure that applicants for a licence have the right to work in the UK. We will therefore be required to request documentation to evidence your right to work. Please see the below table on what documentation will be required according to your citizenship status.

If you are a British Citizen

Passport
Birth Certificate
Adoption Certificate
Other proof of Citizenship

If you are a national of a EEA Area Country or Switzerland

Passport
National Identity Card
Permit, visa or residency card issued by the Home Office

If you are not a British, EA or Swiss Citizen but have the right to work in the UK

Passport endorsed by Home Office
Biometric Immigration Document
Biometric Residence Permit
Immigration Status Document
Travel Document

Private Hire Operator Guide Conditions

If you are granted a Private Hire Operator Licence you will have licence conditions to abide by.

For the most current policy & condition requirements please see the Hackney Carriage & Private Hire (Taxi) Licensing Policy which is published on our [website](#).