PREFECTURE DE POLICE

PARIS TAXI COMPLAINT FORM

CUSTOMER

SURNAME : .....
Name : …….
Address : …….
…….
Telephone : …….
Email address: .....@…….....

TAXI

- Date of incident: ……

- Taxi ordered by phone (yes/ no): …….....

- Departure time: …….....
- Arrival time : …….....

- Location: pick-up point: ……
- drop-off point:.....
- Scheduled destination (where different from the drop-off point): …….....

- Price displayed on the taximeter: …….....
- Amount paid: …….....
- Any extra charges: …….....

- Vehicle registration number of taxi: ……....
- Taxi parking permit number: (shown on the vehicle front right wing): ……...

- Describe the incident : ……...
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You may forward this form by post to Préfecture de Police, bureau des taxis et transports publics, 36 rue des Morillons 75015 Paris, or by email to : pp-dtpp-sddep-bttp-taxis@interieur.gouv.fr

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- Describe the driver: ……....
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Drafted on …./…./……. in …….. Signature :

☞ Notice :

* The Police Prefecture deals only with complaints on Paris taxi drivers and not on those from and beyond suburban areas. It takes about 6 months to process a complaint.

* Any dispute relating to the conditions concerning the attribution of a taxi by a radio switchboard should be directed to the relevant operator.

* The Police Prefecture is not entitled to pay back amounts overcharged by taxi drivers. You should lodge a complaint to the competent judicial Authority.

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