



1. Informant or complainant details

Full name

[Text input field]

Home/contact address

[Text input field] Postcode

Preferred contact number

[Text input field]

Email address

[Text input field]

Is the informant/complainant prepared to provide an investigative statement? Yes No

Is the informant/complainant prepared to give evidence in court? Yes No

Does the informant/complainant consent to their personal details being provided to another agency for the purpose of investigation of their complaint? (e.g. Queensland Police Service) Yes No

Preferred contact method: Phone Letter Email No contact required

Privacy Statement: (To be read by/to the informant/complainant). The Department of Transport and Main Roads provides this form to facilitate a formal complaint investigation and management process regarding any aspects of alleged non-compliance with transport legislation, including the Transport Operations (Passenger Transport) Act 1994, the Transport Operations (Road Use Management) Act 1995, and other related provisions in Queensland. Information collected on this form is accessible by authorised departmental officers and some of this information may be disclosed to the Queensland Police, and other law enforcement agencies (such as Workplace Health and Safety Queensland). The Department of Transport and Main Roads will not disclose your personal details to any other third parties without your consent, unless required by law.

2. Allegations (offence details)

Date of offence

[Text input field] / [Text input field] / [Text input field]

Time of offence

[Text input field] : [Text input field] am pm

Location of offence

[Text input field] Postcode

Alleged offence (type of offence e.g. illegal operator)

[Text input field]

Details of alleged offence

[Text input field] Additional page attached

3. Observations

3.1 Vehicle

Registration number

[Text input field]

Make/model

[Text input field]

Colour

[Text input field]

Direction of travel (e.g. north, south, east, west, inbound, outbound, etc.)

[Text input field]

Was the vehicle followed?

No Yes

From:

[Text input field]

To:

[Text input field]

Was any payment witnessed?

No Yes Provide details of what was observed

[Text input field]

Taxi fleet number and/or Operator Accreditation number Company (company name displayed on vehicle)

[Text input field]

[Text input field]

Other identifying features

[Text input field]

Length of time observed (duration of time, e.g. 10 minutes)

3.2 Driver

Name of driver (if known, if unknown leave blank)

Sex (observed gender)

Age (approximate)

Complexion (e.g. fair, olive, dark)

Build (e.g. slim, proportionate, solid, large)

Extraction (e.g. Caucasian, Indian, Asian, Negroid)

Other description (clothing, uniform, other observations)

3.3 Passengers

Were there passengers observed in vehicle? Number and location of passengers (e.g. three in back seat)

Yes No

Brief description of passengers (age, sex, extraction, etc.)

4. Other information (e.g. scheduled, school or long distance service; hail light on; meter running; etc.?)

5. Passenger Transport office use only

Name of officer receiving complaint

Date received

Referred to compliance office at (location of Department of Transport and Main Roads compliance office)

Is supporting documentation attached?

No Yes See attached

Department of Transport and Main Roads corporate recordkeeping number

Investigation priority: (office manager to select one) Routine Urgent (may delay other investigations)

Manager (Passenger Transport Operations) name and signature

Office manager's phone number

6. Compliance office use only

Information assessed and: (assessing officer to select one)

Referred for investigation Insufficient information (intelligence use only) and Informant advised

Assessing Transport Inspector's name

6.1 Investigation results

PT Non-Compliance Notice—refer back to PT office for Sect 100 action Court brief to be prepared for prosecution

Penalty Infringement Notice/s issued Warning notice issued

Other (give details below) Insufficient evidence—no further action

Investigating officer:

Informant advised of outcome on

Informant advised by—Transport Inspector's name