

Taxi services

Information to help with taxi service complaints in Northern Ireland.

Taxis in Northern Ireland

Detailed information on taxi services in Northern Ireland, such as classes of taxi, driver licences, fares, booking a taxi and lost property, can be found on the [NI Direct website](#).

Complaints

If you are unhappy with the fare, quality of the vehicle, driving or behaviour of the driver or any other issue, make your complaint to the driver or the taxi operator. A licensed taxi operator has a duty to record any complaints, including keeping details of actions taken following a complaint.

Try to note as much information as possible, including:

- The taxi's licence plate number;
- The driver's licence number (normally shown on their badge); and
- Time, date and location of the incident.

We have a [template letter](#) to help you with your complaint.

If you cannot get the complaint resolved with the driver or taxi company, it can be reported to the Department for Infrastructure by emailing TaxiandBusLicensing@infrastructure-ni.gov.uk.

Alternatively, you can write to:

Taxi Licensing Section
Driver and Vehicle Agency (PTLD)
County Hall
Castlerock Road
Coleraine
BT51 3HS

The Department for Infrastructure may investigate any complaints received, and licence holders will be expected to co-operate fully in investigations and to supply any information that might reasonably be requested.

Failure to co-operate with investigations may lead to suspension, revocation or curtailment of their licence.

You may also be interested in

Public transport

Advice and information about public, accessible and community transport including information about traveling with a disability or reduced mobility, and finding the best value fare.

Active and sustainable travel

Advice and information on walking, cycling and multi-modal travel

Dept for Infrastructure - Targeted Public Consultation Response 2022 on Taxi Fare Increase

17 October 2022

Targeted Public Consultation Response 2022 on Taxi Fare Increase

Dept for Infrastructure - Targeted Public Consultation Response 2022 on Taxi Fare Increase [Taxi Fare Increase Targeted Public Response 2022.pdf](#)