

Can hackney carriages and private hire vehicles use bus lanes?

- Hackney cabs can use lanes stating bus/ taxi.
- Private hire vehicles must not use bus/ taxi lanes.

I received really good service who do I contact to let them know?

- We're always pleased to hear about good service from our licensed drivers and operators, please use our Compliment or Complaint form on our website or email: licensing@luton.gov.uk with the full details.

I am unhappy with the service I have received from a taxi / private hire driver, who can I contact about this?

- It is always important to let the Private Hire company know about any complaint you have. You should contact the Private Hire company and ask for them to deal with any issues. If they do not help you please let us know by using our Compliment or Complaint form.

Why won't the driver use his horn to let me know he's arrived?

- Hackney carriage and private hire vehicles must not use horns to let you know that they have arrived.

To view our policy please click on the link [/hackney-carriage-private-hire-licensing-policy](#) .