

# Reporting bad driving by delivery drivers and taxis in Ireland

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A one-page checklist covering food delivery, couriers, taxi apps, and licensed taxis.

**Use Gardaí first for road-safety offences.** If there is immediate danger, call 999 or 112. For non-emergency dangerous or careless driving, use [Garda Traffic Watch](#), call 0818 205 805, or report it at your local Garda station.

## Have this ready

- Registration number
- Date, time, and exact location
- Company or app name
- Order number, trip ID, or tracking number
- What happened, in order
- Photo, dashcam, or screenshot if available

## Best order to report

- Dangerous driving:** Gardaí first, company second
- Taxi conduct or fare issue:** app/company first, then TFI/NTA if needed
- Commercial van or truck compliance issue:** Gardaí, and RSA if it concerns roadworthiness, hours, tachographs, or haulage

## Food delivery

- **Deliveroo:** [Order History](#) → [Order Help](#)
- **Just Eat:** [Help Centre](#); courier incidents also via [couriers@just-eat.ie](mailto:couriers@just-eat.ie) or [courier app chat](#)
- **Uber Eats:** [report a safety incident](#) or [serious incident](#)

## Couriers / parcel delivery

- **An Post:** [Contact Us](#) or (01) 705 7600
- **DPD Ireland:** [Help Centre / Delivery enquiry](#)
- **DHL Express:** [chat](#), [email](#), or 0818 725 725
- **GLS Ireland:** [service@gl-ireland.com](mailto:service@gl-ireland.com) or 01 860 6200
- **FedEx Ireland:** [customer support](#)
- **UPS Ireland:** [contact support](#) or [file a claim](#)

## Taxis / taxi apps

- **FREENOW:** [formal complaint](#) via [Help](#) → [Get in touch](#) → [Leave a message](#)
- **Uber Taxi:** [in-app Help](#) or +353 1 920 3090; witnesses can use the [serious incident form](#)
- **TFI / NTA:** [taxi complaint route](#) for driver conduct, overcharging, vehicle ID/condition, booking or hiring issues

## 1. Record the details

Registration, place, time, service, and evidence.

## 2. File the safety report

Gardaí for dangerous driving; TFI/NTA only for taxi-regulatory issues, not road-traffic offences.

## 3. File the company complaint

Use the app or support page so the operator can identify the driver and take internal action.

## Commercial vans, trucks, and buses

If the issue is specifically about **commercial vehicle roadworthiness, drivers' hours, tachographs, or unlicensed haulage**, also use the [RSA commercial vehicle complaints route](#) (phone 091 872600; confidential line 091 872647).

This sheet is a practical guide, not legal advice. Company complaints do not replace a Garda report where the conduct may amount to careless or dangerous driving. Public channels above were checked on 23 March 2026 using the organisations' support and complaint pages.