

Redditch Taxi Complaints

1st February 2016 – 31st July 2016

	Received	Brief Description of Complaint
1	11.02.2016	Driver using mobile phone during journey
2	23.02.2016	Vehicle failed to arrive when booked to pick up a wheelchair user
3	25.02.2016	Allegation of use of unlicensed driver by an operator
4	02.03.2016	Inappropriate sounding of horn
5	15.03.2016	Inappropriate sounding of horn
6	16.03.2016	Poor driving standards
7	22.03.2016	Driver took picture and laughed at child with head stuck in railings
8	23.03.2016	Poor driving standards
9	24.03.2016	Licence plate not correctly displayed
10	26.04.2016	Rudeness and intimidation by driver
11	26.04.2016	Poor driving standards
12	03.05.2016	Poor driving standards
13	05.05.2016	Licence plate not correctly displayed
14	05.05.2016	Licence plate not correctly displayed
15	05.05.2016	Licence plate not correctly displayed
16	05.05.2016	Licence plate not correctly displayed
17	20.05.2016	Taxi driver urinating in a public area
18	23.05.2016	Taxi driver verbally abusive to other road user
19	13.06.2016	Overcharging allegation
20	23.06.2016	Taxi driver was "lippy"
21	23.06.2016	Poor driving standards and use of abusive language
22	11.07.2016	Driver reversed over shopping
23	14.07.2016	Licence plate not correctly displayed

Redditch Taxi Complaints

1 August 2016 – 31 January 2017

	Received	Brief Description of Complaint
1	03.08.2016	Driver failed to report having driving licence endorsed
2	10.08.2016	Poor driving standards
3	11.08.2016	Overcharging allegation
4	12.08.2016	Passenger injured getting into taxi
5	23.08.2016	Driver parking on double yellow lines outside a school
6	01.09.2016	Complaint about driver attitude - alleged racist language and threatening behaviour
7	08.09.2016	Licence plate not correctly displayed
8	27.09.2016	Poor driving standards
9	04.10.2016	Complaint that taxi meter was not used
10	05.10.2016	Vehicle failed to turn up when booked
11	05.10.2016	Complaint about inconsiderate parking in a residential area
12	19.10.2016	Poor driving standards
13	24.10.2016	Driver rude to a member of the public
14	10.11.2016	Overcharging allegation
15	09.12.2016	Driver threatening and abusive when not paid
16	29.12.2016	Allegation of use of unlicensed drivers by an operator
17	06.01.2017	Complaint about parking on double yellow lines and blocking pavement
18	30.01.2017	Driver refused to take a guide dog