

Summary of Redditch Taxi Complaints

1st February 2017 – 31st July 2017

	Received	Brief Description of Complaint
1	03.02.2017	Passenger asked personal and intimidating questions by a taxi driver
2	09.02.2017	Poor standard of driving
3	23.02.2017	Vehicle emitting smoke
4	02.03.2017	Taxi plate incorrectly displayed
5	07.03.2017	Poor standard of driving
6	10.03.2017	Taxi parking overnight on private land
7	13.03.2017	Taxis parking on double yellow lines and littering
8	15.03.2017	Taxis are taking up all the room in a car park and drivers behaving in anti-social manner
9	23.03.2017	Driver wouldn't get out of the car to assist the customer at Shopmobility
10	23.03.2017	Taxi plate incorrectly displayed
11	05.04.2017	Poor standard of driving
12	07.04.2017	Poor standard of driving and faulty brake light
13	11.04.2017	Complaint about taxis parking in front of her house
14	13.04.2017	Concerns about fitness of vehicle
15	19.04.2017	Taxi plate incorrectly displayed
16	19.04.2017	Taxi plate incorrectly displayed
17	20.04.2017	Driver being rude and aggressive to staff on the phones at the Council's switchboard
18	25.04.2017	No plate displayed on taxi
19	26.04.2017	Taxi driver driving the wrong way down a one way street. Driver rude and aggressive when this was pointed out to him
20	08.05.2017	Taxis parking on double yellow lines and littering
21	08.05.2017	Information from police - no plate displayed, no fire extinguisher, no badge being worn
22	12.05.2017	Redditch taxi drivers going the wrong way in a no entry section of bus station.
23	17.05.2017	Road tax expired on taxi
24	25.05.2017	Poor standard of driving
25	30.05.2017	Poor standard of driving in bus station
26	31.05.2017	Complaint of verbally abusive/racist behaviour. Also adding on fees to a pre-agreed fee.
27	05.06.2017	Alleged overcharging of passengers who are wheelchair users
28	05.06.2017	Poor standard of driving
29	09.06.2017	No brake lights on vehicle
30	21.06.2017	Taxi parking on the pavement causing obstruction to wheelchair and buggy users.
31	22.06.2017	Poor standard of driving
32	29.06.2017	Poor standard of driving
33	05.07.2017	Alleged overcharging of passengers who are wheelchair users
34	06.07.2017	Allegation that hackney carriage being driven by a private hire driver licence holder
35	10.07.2017	Concerns about interior condition of vehicle and the fact one of the seatbelts was not working
36	11.07.2017	Complaint about poor service given to a wheelchair user
37	21.07.2017	Taxi driver threw a can into a hedge
38	28.07.2017	Poor standard of driving

