



Information Governance
Coventry City Council
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Please contact Information Governance
Direct line 024 7697 5408
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Dear Sir/ Madam

**Freedom of Information Act 2000 (FOIA)
Request ID: REQ06532**

Thank you for your request for information relating to complaints about taxi drivers licensed in Wolverhampton.

Your request and our responses are outlined below:

- 1. The number of complaints to your authority about taxi drivers licenced in Wolverhampton since 2015? Can you provide the total and each of the years in which someone complained.**
- 2. Can you provide details of the complaints? For clarity - I do not want copies of the letter just what complaint was made and ideally the exact words used in the complaint letter. If that is impossible just the reasons for complaint will suffice.**
- 3. Has your authority complained to Wolverhampton City Council about taxi licencing since 2015 and if so, can I have copies of that correspondence?**

UBER private hire vehicles (PHV) are not licensed by Coventry City Council but many work within the City licensed from surrounding Local Authorities such as Wolverhampton.

Regarding the number of complaints, we can confirm that we do not hold this information prior to 2019 and are advising you as per Section 1(1) of the Act. Until this year any complaints made to Coventry Taxi Licensing Office (CTLO) about UBER drivers were dealt with at source by 'signposting' the complainant(s) to either UBER or the known relevant Licensing Authority.

This year we have logged the complaints and noted the brief circumstances of the incident. During 2019 to date we have received 9 complaints regarding Wolverhampton licensed UBER drivers.

These are broken down as follows:

5 (referred to contact Police)
2 (driver attitude/behaviour)
1 (overcharging)
1 (refusal assistance dog).

The supply of information in response to a freedom of information request does not confer an automatic right to re-use the information. You can use any information supplied for the purposes of private study and non-commercial research without requiring further permission. Similarly, information supplied can also be re-used for the purposes of news reporting. An exception to this is photographs. Please contact us if you wish to use the information for any other purpose.

Should you wish to make any further requests for information, you may find what you are looking for is already published on the [Council's web site](#) and in particular its [FOI/EIR Disclosure log](#), [Council's Publication Scheme](#), [Open Data](#) and [Facts about Coventry](#).

If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: infogov@coventry.gov.uk

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email casework@ico.org.uk.

Please remember to quote the reference number above in your response.

Yours faithfully

Information Governance