

APPENDIX 3

DERBY CITY COUNCIL

Hackney Carriage & Private Hire Complaints 2022 (to 30/8/22)

Rude/aggressive driver		Defective vehicle	Overcharging	Plying for hire	Unlicensed activity	Driving standard	Not wearing badge	Operator complaints	Refuse guide dog	Refuse wheelchair	Smoking while driving	Using a phone	TOTAL
HC	6	4	4	4	4	1	0	1	0	2	1	1	52
PH	11	7	3			1	1		1	0	0	0	

Hackney Carriage & Private Hire Complaints 2021

Rude/aggressive driver		Defective vehicle	Overcharging	Plying for hire	Unlicensed activity	Driving standard	Not wearing badge	Operator complaints	Driver asleep at wheel	Refuse wheelchair	Smoking while driving	Using a phone	TOTAL
HC	6	9	3	6	7	1	0	5	2	2	1	1	92
PH	16	17	8			6	1		0	0	1	1	