

Derby City Council – Response
ID Reference FOI566400657
Date 12/07/2024

Information Requested	Response																										
1. the number of complaints relating to UBER Drivers and Vehicles that are Licensed with Derby City Council for the following periods  01.01.2023 - 31.12.2023 01.01.2024 - 27.05.2024	01/01/2023 – 31/12/2023 = 7  01/01/2024 – 27/05/2024 = 16																										
2. a breakdown of the nature and the number of the complaints for each period eg; overcharging, inappropriate conversation or behaviour, violent behaviour, road rage, condition of vehicle etc	<table border="1"> <tr> <td colspan="2">01/01/2023 – 31/12/2023</td> </tr> <tr> <td>Inconsiderate Parking</td> <td>1</td> </tr> <tr> <td>Overcharge</td> <td>1</td> </tr> <tr> <td>Suspicious behaviour</td> <td>2</td> </tr> <tr> <td>Rude driver</td> <td>1</td> </tr> <tr> <td>Door signs missing</td> <td>2</td> </tr> <tr> <td colspan="2"> </td> </tr> <tr> <td colspan="2">01/01/2024 – 27/05/2024</td> </tr> <tr> <td>Inconsiderate Parking</td> <td>2</td> </tr> <tr> <td>Using taxi ranks</td> <td>6</td> </tr> <tr> <td>Door signs missing</td> <td>4</td> </tr> <tr> <td>Licence plate missing/defective</td> <td>3</td> </tr> <tr> <td>Defective lights</td> <td>1</td> </tr> </table>	01/01/2023 – 31/12/2023		Inconsiderate Parking	1	Overcharge	1	Suspicious behaviour	2	Rude driver	1	Door signs missing	2			01/01/2024 – 27/05/2024		Inconsiderate Parking	2	Using taxi ranks	6	Door signs missing	4	Licence plate missing/defective	3	Defective lights	1
01/01/2023 – 31/12/2023																											
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3. Of the complaints received please state the number which occurred outside of your Local Authority	01/01/2023 – 31/12/2023 = 5  01/01/2024 – 27/05/2024 = 5																										
4. the number of complaints referred by UBER to the Licensing Authority for the periods above	None for the time periods specified																										

**Please note, the following applies, if the response includes council officers (or other officers) names.**



If you are a company that intends to use the names and contact details of council officers (or other officers) provided for direct marketing, you need to be registered with the Information Commissioner to process personal data for this purpose. You must also check that the individual (whom you wish to contact for direct marketing purposes) is not registered with one of the Preference Services to prevent Direct Marketing. If they are you must adhere to this preference. You must also ensure you comply with the Privacy Electronic and Communications Regulations (PECR). For more information follow this Link [www.ico.org.uk](http://www.ico.org.uk)

For the avoidance of doubt the provision of council (and other) officer names and contact details under FOI does not give consent to receive direct marketing via any media and expressly does not constitute a 'soft opt-in' under PECR.

