

Request:

Please release the following information under the terms of the Freedom of Information Act

- Number of complaints about taxi drivers in your area including reasons for the complaints.
- As a comparison, could you supply the same statistics dating back to 2015.

Response:

2018 – 137 (to date)
2017 – 172
2016 – 144
2015 – 157

The information requested regarding reason for the complaints is not held electronically. In order to extract the information requested, the paper files would need to be examined. There are 610 complaints in total. Each file will take approximately 10 minutes to locate and examine. Therefore this part of the request is refused under s12 (1) Freedom of Information Act 2000, since the cost of complying would exceed the appropriate limit set out in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004.

In assessing the cost of complying, the costs attributable to officer time involved in complying have been taken into account. Such costs are limited to £450.00 under the Regulations, which equates to eighteen hours of officer time.