

Annex 10 – Taxi Complaints 1st April 2023 – 31 March 2024

Uber

(31 in total)

Ref. No	Source	Category	Detail	Date	Outcome
234484		Waiting on a taxi rank	Uber parked on Queen Street rank	18/05/2023	I51 Accepted Complaint - Written Warning / Advice
234529	Trade	Waiting on a taxi rank	Uber picking up at taxi rank	22/05/2023	I51 Accepted Complaint - Written Warning / Advice
235175	Trade	Waiting on a taxi rank	Bradford Uber stopping on a Minster rank	29/06/2023	I51 Accepted Complaint - Written Warning / Advice
235435	Trade	Waiting on a taxi rank	Kirklees UBER picking up from taxi rank	17/07/2023	I51 Accepted Complaint - Written Warning / Advice
235436	Trade	Waiting on a taxi rank	Uber parked on a Hackney Carriage rank	17/07/2023	I51 Accepted Complaint - Written Warning / Advice
238668	Trade	Waiting on a taxi rank	Bradford plated driver parked on a rank	05/02/2024	I51 Accepted Complaint - Written Warning / Advice
238697	Trade	Standard of Driving	Uber driving wrong way. York driver responded aggressively	06/02/2024	I51 Accepted Complaint - Written Warning / Advice
238801	Trade	Waiting on a taxi rank	Uber picking up passengers from rank	12/02/2024	I51 Accepted Complaint - Written Warning / Advice
238812	Trade	Waiting on a taxi rank	Leeds Uber on station rank	12/02/2024	I51 Accepted Complaint - Written Warning / Advice
238893	Trade	Waiting on a taxi rank	Bradford Uber on rank at Duncombe Place	15/02/2024	I51 Accepted Complaint - Written Warning / Advice
238755	Trade	Plying for Hire	Calderdale Uber picking up from drop off zone at station	08/02/2024	I53 No further action (Copied in)
238756	Trade	Standard of Driving	Uber ignoring no right turn on Clifford St	08/02/2024	I53 No further action (Copied in)
238757	Trade	Plying for Hire	Bradford driver picking up from drop off zone at station	08/02/2024	I53 No further action (Copied in)
238808	Trade	Plying for Hire	Bradford Uber parked on rank allegedly plying for hire	12/02/2024	I53 No further action (Copied in)

238817	Trade	Standard of Driving	Failure to comply with traffic signs - illegal right turn	12/02/2024	I53 No further action (Copied in)
234652	CYC	Waiting on a taxi rank	Bradford UBER picking up from racecourse rank	31/05/2023	I61 Referred to other department or agency
234653	CYC	Waiting on a taxi rank	Kirklees UBER picking up from racecourse rank	31/05/2023	I61 Referred to other department or agency
234918	Trade	Waiting on a taxi rank	Bradford UBER picking up from rank	15/06/2023	I61 Referred to other department or agency
235134		Breach of Conditions	Calderdale Uber no side plates	27/06/2023	I61 Referred to other department or agency
235147		Disability	Bradford Uber refused guide dog	28/06/2023	I61 Referred to other department or agency
235447	Trade	Plying for Hire	Uber alleged plying for hire	18/07/2023	I61 Referred to other department or agency
236082	Trade	Smoking	Leeds Uber driver smoking in vehicle	24/08/2023	I61 Referred to other department or agency
236080	Trade	Standard of Driving	Calderdale Uber driver - driving dangerously	27/08/2023	I61 Referred to other department or agency
236873		Parking	UBER Driver parked in disabled bay - became aggressive.	13/10/2023	I61 Referred to other department or agency
237712	CYC	Parking	UBER Parked in disabled bay - railway station	04/12/2023	I61 Referred to other department or agency
238669	Trade	Standard of Driving	Bradford Uber driving wrong way round a roundabout	05/02/2024	I61 Referred to other department or agency
238698	Trade	Breach of Conditions	Kirklees driver with no side plates	06/02/2024	I61 Referred to other department or agency
238763	Trade	Standard of Driving	Uber driver ignored no right turn on Lendal	07/02/2024	I61 Referred to other department or agency
238764	Trade	Standard of Driving	Uber driver ignored no right turn on Lendal	07/02/2024	I61 Referred to other department or agency
238923		Vehicle Condition	Concern Uber has faulty wheel	19/02/2024	I61 Referred to other department or agency
239139	Trade	Waiting on a taxi rank	Uber parked at Queen Street rank	28/02/2024	I61 Referred to other department or agency

All other taxis**(104 in total)**

Ref. No	Source	Category	Detail	Date	Outcome
234053		Conduct	Driver sending inappropriate texts to customer	19/04/2023	I50 Accepted Complaint - Formal enforcement action taken
236732	CYC	Smoking	Driver smoking	06/10/2023	I50 Accepted Complaint - Formal enforcement action taken
237690		Conduct	Allegation of sexual harassment	28/11/2023	I50 Accepted Complaint - Formal enforcement action taken
237691		Conduct	Alleged sexual assault	30/11/2023	I50 Accepted Complaint - Formal enforcement action taken
239323	Trade	Safeguarding	Multiple, serious accusations against driver	11/03/2024	I50 Accepted Complaint - Formal enforcement action taken
234003	Trade	Breach of Conditions	Taking 5 passengers in 4 person vehicle	18/04/2023	I51 Accepted Complaint - Written Warning / Advice
234096		Standard of Driving	Going through red traffic light and throwing litter	24/04/2023	I51 Accepted Complaint - Written Warning / Advice
234418		Standard of Driving	Dangerous manoeuvre outside school	16/05/2023	I51 Accepted Complaint - Written Warning / Advice
234562		Standard of Driving	Dangerous driving	23/05/2023	I51 Accepted Complaint - Written Warning / Advice
235202	Trade	Standard of Driving	Van blocking rank	03/07/2023	I51 Accepted Complaint - Written Warning / Advice
235327	CYC	Smoking	Driver smoking	10/07/2023	I51 Accepted Complaint - Written Warning / Advice
235337	Trade	Unlicensed	Unlicensed operator/driver offering airport runs	11/07/2023	I51 Accepted Complaint - Written Warning / Advice
235666		Conduct	Driver conduct; urination in public	01/08/2023	I51 Accepted Complaint - Written Warning / Advice
235700	Trade	Smoking	Driver smoking in Hackney Carriage Vehicle	03/08/2023	I51 Accepted Complaint - Written Warning / Advice
235978	CYC	Breach of Conditions	Artwork on vehicle	22/08/2023	I51 Accepted Complaint - Written Warning / Advice
235986		Overcharging	Double charge and phone left in taxi	22/08/2023	I51 Accepted Complaint - Written Warning / Advice

236022		Conduct	Aggressive taxi driver	24/08/2023	I51 Accepted Complaint - Written Warning / Advice
236369		Unlicensed	Unlicensed Hackney Carriage Vehicle	14/09/2023	I51 Accepted Complaint - Written Warning / Advice
236423	Trade	Plying for Hire	Picking up booking from rank	18/09/2023	I51 Accepted Complaint - Written Warning / Advice
236432	CYC	Standard of Driving	Driver allegedly watching football on phone while driving	18/09/2023	I51 Accepted Complaint - Written Warning / Advice
236479		Standard of Driving	Taxi stopping on dropped kerb/cycle route	21/09/2023	I51 Accepted Complaint - Written Warning / Advice
236566		Standard of Driving	Unsafe driving	27/09/2023	I51 Accepted Complaint - Written Warning / Advice
236602		Operator	Unreliable service & rude staff	28/09/2023	I51 Accepted Complaint - Written Warning / Advice
236750	CYC	Conduct	Verbal abuse from taxi driver	06/10/2023	I51 Accepted Complaint - Written Warning / Advice
236756	CYC	Waiting on a taxi rank	Private hire vehicle parked/waiting on St Saviourgate rank	06/10/2023	I51 Accepted Complaint - Written Warning / Advice
236779		Conduct	Confrontational, aggressive driver	09/10/2023	I51 Accepted Complaint - Written Warning / Advice
237460	Trade	Standard of Driving	Vehicle going through red light	16/11/2023	I51 Accepted Complaint - Written Warning / Advice
237717	Trade	Conduct	Driver punched window of another Hackney Carriage Vehicle	04/12/2023	I51 Accepted Complaint - Written Warning / Advice
238101		Standard of Driving	Driver using phone whilst driving	02/01/2024	I51 Accepted Complaint - Written Warning / Advice
238302		Standard of Driving	Dangerous driving/aggressive behaviour	15/01/2024	I51 Accepted Complaint - Written Warning / Advice
238522	Trade	Conduct	Offensive language used whilst carrying passengers	26/01/2024	I51 Accepted Complaint - Written Warning / Advice
238701	Trade	Waiting on a taxi rank	Driver waiting on rank/ alleged plying	06/02/2024	I51 Accepted Complaint - Written Warning / Advice
239213		Conduct	Driver urinating next to main road	04/03/2024	I51 Accepted Complaint - Written Warning / Advice
239454		Standard of Driving	PHV - Running a red light	18/03/2024	I51 Accepted Complaint - Written Warning / Advice
233842		Standard of Driving	Driving by cyclist too closely on Lendal Bridge	05/04/2023	I52 Accepted Complaint - Verbal Warning / Advice
233853		Standard of Driving	Driving too close to cyclist	05/04/2023	I52 Accepted Complaint - Verbal Warning / Advice

234099		Disability	Wheelchair refusal	24/04/2023	I52 Accepted Complaint - Verbal Warning / Advice
234289		Standard of Driving	Driving too close to cyclist	05/05/2023	I52 Accepted Complaint - Verbal Warning / Advice
234352		Standard of Driving	Driver obstructing cyclist	11/05/2023	I52 Accepted Complaint - Verbal Warning / Advice
234778	CYC	Standard of Driving	Parking on pavement / no stopping area	07/06/2023	I52 Accepted Complaint - Verbal Warning / Advice
234789	Trade	Standard of Driving	Driver often asleep on rank	08/06/2023	I52 Accepted Complaint - Verbal Warning / Advice
234824		Conduct	Verbally abusive driver	12/06/2023	I52 Accepted Complaint - Verbal Warning / Advice
235054		Standard of Driving	Alleged using mobile phone	23/06/2023	I52 Accepted Complaint - Verbal Warning / Advice
235225		Standard of Driving	Overtaking cyclists too closely	04/07/2023	I52 Accepted Complaint - Verbal Warning / Advice
235284	Trade	Standard of Driving	Fog lights on when not needed	06/07/2023	I52 Accepted Complaint - Verbal Warning / Advice
235490		Standard of Driving	Dangerous driving	20/07/2023	I52 Accepted Complaint - Verbal Warning / Advice
235556		Standard of Driving	Jumping red traffic light	25/07/2023	I52 Accepted Complaint - Verbal Warning / Advice
236388		Standard of Driving	Tailgating	15/09/2023	I52 Accepted Complaint - Verbal Warning / Advice
236691		Operator	Unable to obtain an explanation of fare	04/10/2023	I52 Accepted Complaint - Verbal Warning / Advice
236770		Standard of Driving	Passed cyclist too closely	08/10/2023	I52 Accepted Complaint - Verbal Warning / Advice
237046		Standard of Driving	Sounding horn for no reason	24/10/2023	I52 Accepted Complaint - Verbal Warning / Advice
237197	Trade	Conduct	Driver shouting and gesticulating at member of public	28/10/2023	I52 Accepted Complaint - Verbal Warning / Advice
237713		Conduct	Allegedly aggressive taxi driver	04/12/2023	I52 Accepted Complaint - Verbal Warning / Advice
238436		Standard of Driving	Driver recording customers/recording while driving	22/01/2024	I52 Accepted Complaint - Verbal Warning / Advice
238571		Conduct	Aggressive driver	30/01/2024	I52 Accepted Complaint - Verbal Warning / Advice
238678		Conduct	Uber driver intimidated by hackney driver(s)	05/02/2024	I52 Accepted Complaint - Verbal Warning / Advice
238805		Standard of Driving	Taking fare in middle of the road	12/02/2024	I52 Accepted Complaint - Verbal Warning / Advice
238807		Standard of Driving	Dangerous driving - jumped lights	12/02/2024	I52 Accepted Complaint - Verbal Warning / Advice
238860		Smoking	Rude driver and vaping	13/02/2024	I52 Accepted Complaint - Verbal Warning / Advice

238928	Trade	Conduct	Inappropriate remarks allegedly made towards customer	19/02/2024	I52 Accepted Complaint - Verbal Warning / Advice
238991	Trade	Conduct	Driver aggressive towards other drivers	21/02/2024	I52 Accepted Complaint - Verbal Warning / Advice
239140		Parking	Taxi parking on double yellow lines	28/02/2024	I52 Accepted Complaint - Verbal Warning / Advice
239211	Trade	Conduct	Aggressive taxi driver	04/03/2024	I52 Accepted Complaint - Verbal Warning / Advice
239406		Standard of Driving	Dangerous driver - too close to cyclist	14/03/2024	I52 Accepted Complaint - Verbal Warning / Advice
239600		Standard of Driving	Concerns about driver - tired, swerving/wrong lanes etc.	26/03/2024	I52 Accepted Complaint - Verbal Warning / Advice
238810	Trade	Standard of Driving	Failure to comply with traffic signs - illegal right turn	12/02/2024	I53 No further action (Copied in)
234005	Trade	Standard of Driving	Driving wrong way on Hull Road	18/04/2023	I53 No further action (Not established)
236480		Overcharging	Double charging	21/09/2023	I53 No further action (Not established)
236530		Conduct	Aggressive unidentified taxi driver	25/09/2023	I53 No further action (Not established)
236781		Standard of Driving	Dangerous driving	09/10/2023	I53 No further action (Not established)
236908		Conduct	Driver involved in a fight/self defence	16/10/2023	I53 No further action (Not established)
237953		Conduct	Allegedly aggressive taxi driver	18/12/2023	I53 No further action (Not established)
238080		Parking	Parking on pavement	03/01/2024	I53 No further action (Not established)
238164		Standard of Driving	Dangerous driving	08/01/2024	I53 No further action (Not established)
238612		Overcharging	Overcharged for taxi fare - refunded	01/02/2024	I53 No further action (Not established)
238704		Conduct	Ordered lone female passenger to get out of taxi	06/02/2024	I53 No further action (Not established)
238895		Operator	Inadequate service - taxi booked in advance on app was late	15/02/2024	I53 No further action (Not established)

238932	Trade	Breach of Conditions	Driver taking business away from first position in queue	19/02/2024	I53 No further action (Not established)
233869		Standard of Driving	Lack of local knowledge & poor driving - out of town driver	06/04/2023	I54 Accepted Complaint - Other
234775		Operator	Change to advertised fare	07/06/2023	I54 Accepted Complaint - Other
235378		Breach of Conditions	Hackney carriage with no rear plate	13/07/2023	I54 Accepted Complaint - Other
235434	Trade	Unlicensed	Unlicensed Hackney Carriage Vehicle driving around York	17/07/2023	I54 Accepted Complaint - Other
235581		Operator	Failed to collect booked customers on time - late/excuses	27/07/2023	I54 Accepted Complaint - Other
235615	Trade	Service	Number of out of town taxis in York	28/07/2023	I54 Accepted Complaint - Other
235627		Parking	Illegal parking on council land/blocking garages	31/07/2023	I54 Accepted Complaint - Other
236590		Waiting on a taxi rank	Unofficial taxi rank	28/09/2023	I54 Accepted Complaint - Other
237359		Standard of driving	Damaged plant pot on private property	09/11/2023	I54 Accepted Complaint - Other
238259		Service	Unable to get a wheelchair accessible taxi	11/01/2024	I54 Accepted Complaint - Other
238621	Trade	Conduct	Dangerous driving/aggressive driver	01/02/2024	I54 Accepted Complaint - Other
239121		Standard of Driving	Drivers passing too closely to cyclists	27/02/2024	I54 Accepted Complaint - Other
233890		Criminal	Alleged drug dealing	11/04/2023	I61 Referred to other department or agency
234309		Conduct	Inappropriate sexual comments	09/05/2023	I61 Referred to other department or agency
235987		Conduct	Aggressive. Wrong way/fast. Ret'd customer to pick up point	22/08/2023	I61 Referred to other department or agency

236081		Conduct	Alleged aggressive behaviour & theft of fare - Leeds hackney	28/08/2023	I61 Referred to other department or agency
236535		Disability	Refusal to take support dog and dangerous driving	25/09/2023	I61 Referred to other department or agency
236754		Standard of Driving	Driver went through a red light	06/10/2023	I61 Referred to other department or agency
236849		Conduct	Verbally abusive driver who ejected children from taxi	12/10/2023	I61 Referred to other department or agency
237129		Disability	Guide dog refusal	30/10/2023	I61 Referred to other department or agency
237667		Conduct	Alleged sexual harassment	29/11/2023	I61 Referred to other department or agency
238083		Smoking	Driver smoking in car	03/01/2024	I61 Referred to other department or agency
238699	Trade	Standard of Driving	Dangerous driving/ causing obstruction	06/02/2024	I61 Referred to other department or agency
238766	Trade	Standard of Driving	Driver ignored the no right turn on Lendal	07/02/2024	I61 Referred to other department or agency
238811	Trade	Service	Information requested on driver	12/02/2024	I61 Referred to other department or agency
239210	Trade	Service	Traffic lights not working	04/03/2024	I61 Referred to other department or agency

Outcome examples

'Accepted complaints' are those which are in the officer's opinion 'more likely than not' to be substantiated.

I50 Accepted Complaint - Formal enforcement action taken = formal enforcement action as defined in the CYC Enforcement Policy including revocation of licence and prosecution.

I51 Accepted Complaint - Written Warning / Advice = written warning or advice by letter or email

I52 Accepted Complaint - Verbal Warning / Advice = in person or telephone warning or advice

I53 No further action (Copied in) = where CYC have been cc'd into a complaint made to driver's licensing authority

I53 No further action (Not established) = unable to establish facts such as being unable to identify the specific vehicle involved

I54 Accepted Complaint – Other = bespoke resolutions such as operator finding a resolution with complainant

I61 Referred to other department or agency = response by driver's own licensing authority e.g. Leeds, Bradford, Wolverhampton council or another agency such as the police. We do not have details of the action they have taken on record.