

Year	Category of Complaint	Outcome of Complaint
2021	Allegations of booked private hire vehicles not turning up and honouring bookings.	Insufficient supportive evidence provided following repeated requests - no further action
2021	Allegation that PPV driver was not complying with Road Transport Act 2001 and its supporting regulations.	Insufficient corroborative evidence to proceed - no further action
Total complaints for 2021 - 2		
2022	Alleged overcharging for journey	Unable to identify driver so no further action, but money was returned to bank account (original transaction was by card).
2022	Alleged overcharging for journey	RTLC Inspector concluded that there was no overcharging.
2022	Allegations of offensive language / actions used by PPV driver	Insufficient corroborative evidence to proceed
2022	Allegations of offensive language / actions used by PPV driver	Insufficient corroborative evidence to proceed
Total complaints for 2022 - 4		
2023	Alleged criminal offence	Police investigated and driver received a criminal conviction. Subsequently voluntarily surrendered PPV driver licence.
2023	Allegation that PPV driver was not complying with Road Transport Act 2001 and its supporting regulations.	PPV operator / driver received warning about complying with RTLC legislation in future
2023	Alleged criminal offence	Police investigated and driver received a criminal conviction. Subsequently voluntarily surrendered PPV driver licence.
2023	Alleged criminal offences	Police matter due to alleged illegal activity - no further action taken by RTLC
2023	Allegation that PPV driver was not complying with Road Transport Act 2001 and its supporting regulations.	Insufficient corroborative evidence to proceed - no further action
2023	Alleged road transport offence	Police matter due to alleged illegal activity - no further action taken by RTLC
2023	Alleged road transport offence	Police matter due to alleged illegal activity - no further action taken by RTLC
2023	Alleged overcharging for journey	Unable to identify driver - no further action
2023	Allegation that PPV driver was not complying with Road Transport Act 2001 and its supporting regulations.	Insufficient corroborative evidence to proceed - no further action
2023	Alleged overcharging for journey	Unable to identify driver - no further action
2023	Alleged overcharging for journey	Currently under investigation
2023	Alleged criminal offences and road transport offences	Police matter due to alleged illegal activity - no further action taken by RTLC
Total complaints for 2023 - 12		
2024	Allegations of offensive language / actions used by PPV driver	Currently under investigation
2024	Allegations of offensive language / actions used by PPV driver	Currently under investigation
2024	Alleged overcharging for journey	Currently under investigation
2024	Alleged poor and unhelpful conduct	Currently under investigation
2024	Alleged overcharging for journey	Currently under investigation
2024	Alleged overcharging for journey and use of offensive language	Currently under investigation
2024	Alleged overcharging for journey	Currently under investigation
2024	Allegations of offensive language / actions used by PPV driver	Currently under investigation
2024	Alleged overcharging for journey	Currently under investigation
2024	Alleged overcharging for journey	Currently under investigation
2024	Alleged overcharging for journey	Currently under investigation
Total complaints for 2024 to date - 11		