

<b>Nature of Complaint</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
Behaviour	9	10	11	9	20
Driving/Parking	6	6	2	19	9
Route/Fares		3	1	1	8
Picking Up Un-booked Hires (PHC drivers only)	3	2	3	2	1
Wheelchair Hire	2	3			2
Vehicle Condition	1	1		2	3
Taxi Cards		1	1	4	2
Failure to Take an Assistance Dog		1			
Invalid Complaints (e.g. insufficient details or unfounded)	1	3	6	6	17
Withdrawn		2			
<b>Total</b>	<b>22</b>	<b>32</b>	<b>24</b>	<b>43</b>	<b>62</b>

<b>Outcome of Complaint</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
No Further Action	6	4	3	22	6
Written to and reminded of responsibilities	12	11	4	13	9
Warning Letter – placed on licence holders record	1	6	4	4	7
Referred to Licensing Committee	2	1		1	1
Verbal Warning by Police	1	2		9	16
Vehicle inspected and repaired if required		1		2	2
<b>Total</b>	<b>22</b>	<b>25</b>	<b>11</b>	<b>51</b>	<b>41</b>