

Please reply to: Mr Steve Cox

Community Safety

Roebuck House

Abbey Road,

Devon

TQ2 5EJ

My ref: SRU 163195

Your ref:

Telephone: 01803 208126

Fax: 01803 208854

E-mail: steve.cox@torbay.gov.uk

Website: www.torbay.gov.uk

Date: 8th July 2011

Mr Imran Nasim



Dear Mr Nasim,

Re: Complaints of contraventions of Road Traffic Orders and charging for journeys

I am writing to you with regard to two files that have been handed to me to consider with respect to non compliance with Road Traffic Orders and with respect to series of allegations/complaints about the charges you have made for journeys.

On the matter of the queuing on the GPO roundabout on Tuesday 7th June 2011, it is not my intention at this time to take this matter to Licensing Committee but to remind you that you have already been suspended once and should the matter be taken back to Licensing Committee I would anticipate a longer suspension. The letter, notes of the offence and your response will be kept on file should we have any future need to take the matter back due to a further offence, so please take this as a last warning.

On the matter of the complaints about overcharging for journeys, we have had four complaints spanning 18 months. This may not in itself seem like many, but bearing in mind we have no other driver who has more than one complaint, this reflects badly on you. As a result of this we undertook a test purchase operation on you and you will be pleased to know that you charged the correct fare on that occasion; however we can and may undertake this operation again.

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If you require this in a different format or language, please contact me.

The details of the four complaints are as follows. The first complaint, which we received in retrospect, related to over charging 18 months ago, so it was too long ago to investigate now. The second Craig Noble wrote to you about in a letter dated 8TH July 2010. The third related to an investigation regarding a journey dated 14th April 2011, which we have a third party statement and finally the last relates to a letter we have received regarding an incident on the 22nd May 2011. Having reflected on the evidence I have decided on balance that the appropriate action on this occasion is to warn you that if we receive any further complaints about overcharging, which we can substantiate, then you can expect to be referred to Licensing Committee with a recommendation for the revocation of your licence. Clearly any final recommendation or decision will ultimately be based upon the evidence available, but please take this as a final warning.

Yours sincerely

Mr Steve Cox

Environmental Health Manager Commercial

Licensing and Public Protection