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**From:** [REDACTED]  
**Sent:** 15 October 2021 14:27  
**To:** Edwards, Jonathon <[jonathon.Edwards@torbay.gov.uk](mailto:jonathon.Edwards@torbay.gov.uk)>  
**Subject:** Re: Taxi complaint

Hello Jon,

I followed up with the police having not yet received a call back. I'm now told the attending officers are off until Sunday so I won't hear anything from them until then. It's very frustrating for me that there seems to be no one else I can speak to until then.

My daughter was suffering significantly with her concussion and pains last night from generalised bruising across her legs and arms and her torn shoulder. I guess it took 36 hours or so for the adrenaline to subside and for her to really start to feel sore.

She's sleeping today having had a very sleepless night.

Whilst we await the police contact I am of course concerned that you need to be aware who this driver is, and that he should not be allowed to drive a taxi given he is very lucky not to have the deaths of 4 passengers on his hands. He clearly risked their lives with dangerous driving.

To confirm events for you, as has been told to me by [REDACTED]

My daughter and her friends picked up this taxi from the waterfront in Torquay perhaps around 12.30am Weds morning, I expect she may be able to give a clearer time in due course. It wasn't a straight forward journey back to the holiday cottage as the taxi didn't know where it was and they did get lost. They eventually made it to almost their destination, they were travelling down the lane (unnamed - [REDACTED] this is a narrow typical Devon rural farm lane. The driver was driving too fast in my daughter's opinion for the road ( National speed limits may apply however we all know you can not drive safely at speed down these lanes). She passed her driving test herself just a month ago and so is acutely aware at the moment of the drivers driving style and of speeds. My daughter was sat in the middle of the back seat. All four of them had their seat belts on.

My daughter said she knew he was going too fast and told him there was a bend coming up, feeling worried. He didn't slow down and I guess almost immediately then crashed, rolling the vehicle due to the speed travelled at. The car came to a stop on its roof, which was a glass roof and smashed in but held together so to speak so it didn't shatter on them. My daughter and her three friends were all able to get their seat belts off, albeit falling onto their heads and bracing themselves within the vehicle, and climb out of one of the back doors of the car.

The driver also got out. It's all naturally quite a blur for [REDACTED] She recalls the engine was still on and tyres still rotating around at speed. There was smoke coming from the car which frightened her as she thought it may go up so she seemingly climbed back into the car herself to switch off the engine thinking on the spot that this was the right thing to do to prevent the car catching fire. The time was around 1.15am.

The driver asked if they were all ok, they were alive and in shock but I think the natural thing to say is yes. He requested them to leave the scene telling them he would be in trouble and could lose his livelihood, he stated to them the car had malfunctioned. I believe his statements to them were seemingly to cover himself.

As 4 young persons, in a state of shock, after getting themselves together, they did as he said and walked the remainder of the lane to the cottage. They then realised this was wrong, they walked to get phone signal and one of [REDACTED] friends called the police and ambulance and they returned to the crash site.

They were seen by the paramedics in the ambulance and the police took statements although [REDACTED] is a little unsure what she was asked or what information she has given due to her state of shock. The four of them did decline to go to the hospital. I suppose they were all just on adrenaline and not feeling their injuries at this stage. Being young I believe they were a little frightened too, not taking in the severity of what happened and not able to know what to do.

During the course of the day Wednesday all four of them attended A & E's at the hospital to have their injuries checked, having all began to feel their pains etc after the adrenaline subsided.

All four have varying injuries. My daughter has a torn shoulder and bruises to her legs and arms, general pain throughout her body due to the impact, she has a bump on her head and concussion, she has in fact just been sick again this afternoon.

Whilst we await the police contact, hopefully on Sunday, I am unaware if this driver was to be charged with dangerous driving or any offence.

Naturally I am concerned about the ongoing effect this may have on my daughter and her friends too. What I will require is how I obtain this driver's full name and insurance details. I understand they are self employed however am unsure if there may be some responsibility from the licensing body there at Torquay.

Please do feel free to ask if you have any more questions at this stage and also if you are able to assist further with who this driver is or his insurance details.

Kind Regards

[REDACTED]

On Thu, 14 Oct 2021 at 16:26, Edwards, Jonathon <[Jonathon.Edwards@torbay.gov.uk](mailto:Jonathon.Edwards@torbay.gov.uk)> wrote:

Dear Mrs [REDACTED]

Thank you for spending the time to talk to me just now and again I would like to say how sorry I am that this incident has occurred and I do hope that your daughter and her friends are okay.

Please can you let me know what details you find out from the Police and provide me with a written statement of the events so that we can investigate the matter further.

Many thanks, Jon.