

**From:** karl dooley [REDACTED]  
**Sent:** 16 March 2022 14:52  
**To:** Rackley, Shaun <Shaun.Rackley@torbay.gov.uk>  
**Subject:** In response to your email regarding the incident on the date of

## In response to your email regarding a complaint on Tuesday the 8th of February 2022

---

I was taking my school run to to winner street in Paignton and picked up a customer on our route the child on the school run with me was sitting in the front and the passenger got in the back this was a careless mistake and Very unlike me I've done this job for 15 plus years and school runs for [REDACTED] for around the same time and I've never had any complaints at all and always got on very well and had good working relationships with [REDACTED] and had very good reviews and compliments from parents also.....this was a careless mistake on my behalf and it was my first mistake in 15 years I value my job very greatly and it's my living and I'm disappointed in myself that I've jeopardised this I was trying to keep to many people happy and I'm very sorry for this error, I have already been punished from contracting and had a year suspension from school runs, [REDACTED] have stated that they are happy and want to have me back on board as soon as my suspension is finished as they value me as a driver for themselves.

Again I'm very sorry for my mistake and it was never my intention to cause any upset the child was never out of my sight or left on his own at any point and was dropped to his location safe and happy.

As stated above I value my job and it's the first mistake I've made in 15 years of contract work and it will never happen again given the chance sorry again

Mr karl dooley.