

From: [REDACTED] <[REDACTED]>
Sent: Sunday, 17 July 2022, 17:36
To: [REDACTED] <[REDACTED]>
Subject: Dad

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Dear Shaun

Please see below the information you previously requested.

Incident No.1:

This incident is all nonsense, I will explain it the best I can on paper. There were two taxis on the rank and I was opposite on the 'feeder'. An old Lady with a walker came to my taxi thinking I was first car, I explained the system and helped her to the first car. By the time we got there with the walker another customer got in, I then took the Lady to taxi no2 who was next but the driver had allowed a customer to get in the car even after watching the dear old lady struggle.

I was then feeling quite awkward for the customer and explained to the driver and customer in the car that the Lady is next.

The Lady driver and customer wasn't having any of it and the customer was abusive and remained seated in the back of the car. The driver understands the system and is the first one to complain when other drivers, members of the public and delivery drivers do not adhere, but clearly this rule is for others and not for herself. I know she didn't want to take the lady because she did not want to get out of the car to help with her walker that I have witnessed on previous occasions.

The following week the customer who remained seated in car no2 got into my taxi. I did not recognise him until he spoke and he asked me to apologise. I then realised it was the same man that caused the conflict. I told him to "get out of my taxi". He smelt of alcohol and marijuana and I knew he would be trouble, he said he was going to report me so I said go ahead and give him my card.

Incident No 2:

Regarding the 90 year old lady who is only 12 years my senior. Approximately three years ago I was first in the queue on Paignton rail when 'The Lady' quite loudly shouted that she didn't want to go with me, she then went with [REDACTED]. I did ask [REDACTED] to try and find out the reason why. I didn't take a job as I wanted to wait for [REDACTED] to return as I was quite concerned. [REDACTED] said she didn't tell me anything which I now know to be untrue.

I needed to know why this lady that I did not recognise would not come with me. The next time I saw her on the rank and asked her she replied "you need to keep your hands to yourself". This had a great impact on me, what was she implying? Being Greek Cypriot I talk with my hands and arms, did she mean that or was she accusing me of touching her inappropriately?

She never explained what I had done and that allegation is detrimental to my good character and I needed it to be sorted. It is awful to be accused of something so bad and not have a conclusion to what she meant, and it bothers me.

There then was an investigation following the incident by Mr Noble who was the Licensing Officer at the time, he understood exactly how I felt and the incident was not taken any further.

The police must have been involved as they told me she as an 'intention seeker'.

Three years on, I still do not know where I was supposed to of put my hands.

The lady now waits for me to be first car and delights in shouting 'I wont go with HIM' and makes sure everybody can hear. She seems to know how to push my buttons, to get a reaction and then reports me for being rude.

I am a very caring and kind driver who goes above and beyond for my customers and extremely bothered by her accusation.

I am not proud of my actions on the video that [REDACTED] ([REDACTED] Girlfriend) recorded, but this lady needs to tell the truth.

Recently there has been an anonymous report to the Rail Manager which led to my instant suspension pending an investigation regarding 'this woman'.

I immediately contacted him and we had a good talk on the phone, the gentleman on the phone was very nice and said 'George forget about it' and he instantly lifted my suspension.

I have a good working relationship with the Rail Staff. I think this incident was about the woman in question and encouraged by [REDACTED] and [REDACTED].

Incident No 3:

I took four ladies to Beverly Park who had just arrived in Paignton. I dropped my customers to the same place I have used for 16 years and other drivers do to. I normally drop at the park and return to the rank. It was 17:30pm and the Ladies were concerned about provisions for their holiday and wondered if the on-site shop was open. I myself went to Reception to ask on their behalf, and was told the Shop was just opposite. I went to the Shop and the lady said they close at 18:00pm. I gave the Ladies who had disembarked this information. The ladies thanked me for my help and kindness. The Drop Off Point, Reception and Shop were all very close together so I wasn't very long in finding out the information.

On approaching my Taxi I was aggressively shouted at "is that your car, move it". I didn't know who he was and tried to explain the situation, things quickly escalated. The man in question started taking photos of me, so at this point I tried to grab the phone, I did NOT punch him. Who was he to take a photo of me? At the time I had a black eye which was caused by tripping over a raised flag stone outside Paignton Library. I did not want my photo taken with a black eye. Two men then came, I think one was the Manager. The Manager calmed the situation and we talked about a previous problem they had with the Drop Off Point, because he spoke to me with decency, I listened and then left. I am aware this case has been closed as it's word vs word but if it hadn't I would have fought it as no one has the right to put their hands on me.

These incidents added together look bad, but out of thousands of customers over 16 years holding a taxi licence and many many regular customers, local and holiday makers, these three complaints are set to lose my good name and business.

I have so many people say I am the best taxi driver, I have a framed picture from one of my customers thanking me for looking after her so well. I have a letter of appreciation from a holiday maker saying I made their holiday, they took my card and phoned me prior to their arrival when they next visited. Local Police will ask me to pick up their wife's and children because they trust me. Children run to my taxi shouting George because I welcome them. I have had numerous excellent feedback on Spotted Torquay and Paignton page on Facebook.

I know I treat people with respect and kindness, I love my work and the people I meet, I go out of my way to help them. If a young Lady is out late at night on her own I will wait in my taxi until she is safely inside her door, and if someone genuinely hasn't got any money and it's late and they are decent I will take them home and they can give me the money next time.

I am a Greek Cypriot and came to England in 1960. I have had a Restaurant and two Cafes in Torbay. I have learnt from and loved the English people and the way of life, but I retain my foreign looks and my Mediterranean ways, hospitable and jolly and sometimes volatile.

I was involved with [REDACTED] for 10 years, voluntarily coaching children for after school Football Club. If children needed to be taken home, Parents had no hesitation to ask me. I am very well known and respected in Torbay, not only having Businesses but also my involvement with Torquay United, having my own teams where we played against the Police where I made lots of good friends.

I really feel this accusation from the Lady is so damaging and although I am not proud of my reaction it is the way I am when being accused of something I am not guilty of.

Your Sincerely
Mr G A Savva