



LICENSING SUB-COMMITTEE (TAXIS)

**Determination of action to be taken
following investigation of complaints
concerning a private hire driver**

Decision Record

DATE OF HEARING: 24th June, 2025

MEMBERS SITTING: Cllrs Gaynor Austin, Bill O'Donovan and
P.G. Taylor

DECISION

The Sub-Committee determined to take no further action in relation to the complaint received. The Complainants did not attend the hearing and the Sub-Committee was not able to ask further questions regarding the content of their written statements. Whilst the Sub-Committee did take note of the written statements and interview with the licensing officers. In the circumstances it was not appropriate for the complaint to be upheld or action to be taken against the licence holder.

REASONS

This is the decision of the Licensing Sub-Committee (Taxis) on the referral of the licence holder to the Sub-Committee following a complaint from a member of the public in relation to his conduct.

On 14 April, 2025, the Council's licensing team received a complaint in relation to the conduct of the licence holder following a private hire booking. The complaint alleged that the passenger had been overcharged for a journey from Farnborough to Guildford and there had been an incident whereby one of the passengers was locked in the vehicle until additional payment had been made. Additionally, the complainants reported the driver acted in an aggressive manner towards them.

The licensing team investigated the complaint and conducted interviews with both the licence holder and complainants. Accounts from both points of view were received. The investigation reviewed the route taken and confirmed how the vehicle was able to be locked and unlocked by the driver and passengers.

The complainants did not attend the hearing of the Licensing Sub-Committee. The Sub-Committee noted the content of the complaints however in the absence of the complainants to corroborate their account of the events determined that sufficient weight could not be given to them in order to uphold them.

The Sub-Committee had read all the papers in this case and had regard to both the Council's licensing policy and relevant guidance from the Department for Transport.

The Sub-Committee determined to take no further action in relation to the complaint as the licensing authority had not discharged its evidential burden.