

Please provide the following information:

1. the number of complaints relating to UBER Drivers and Vehicles that are Licensed with Wigan Metropolitan Borough Council for the following periods

01.01.2023 - 31.12.2023

01.01.2024 - 27.05.2024

01.01.2023 to 31.12.2023 – Total 28

01.01.2024 to 27.05.2024 – Total 40

2. A breakdown of the nature and the number of the complaints for each period eg; overcharging, inappropriate conversation or behaviour, violent behaviour, road rage, condition of vehicle etc

[See attachment](#)

3. Of the complaints received please state the number which occurred outside of your Local Authority

[Within the Local Authority - 26](#)

[Outside Local Authority - 1](#)

[Not Specified - 41](#)

4. The number of complaints referred by UBER to the Licensing Authority for the periods above

[01.01.2023 to 31.12.2023 – Total 11](#)

[01.01.2024 to 27.05.2024 – Total 22](#)

Complaint Type	01.01.2023 to 31.12.2023	01.01.2024 to 27.05.2024
No Road Tax	1	
Parking on Hackney Carriage Rank	4	
Littering	1	
Driver Conduct	4	3
Careless Driving	1	2
Charging Unnecessary Fee	1	1
Inappropriate Behaviour	2	6
Racial Behaviour	4	6
Aggressive / Threatening Behaviour	4	3
Smoking in Vehicle	1	1
Incorrect Driver Collecting Fare	2	3
Not Completing All Booked Stops	1	
Discriminatory Behaviour	1	
Unsafe Vehicle	1	1
Abandoning Passengers		1
Using Drugs Whilst Working		4
Failing to Assist Passenger		1
Using Phone Whilst Driving		2
Tampering of ID Badge		1
Failing to Display Licence Plates		2
Request for Additional Cash for Journey		1
Carrying More Passengers Than Licensed For		1
Overcharging		1