

## LICENSING TEAM

### Southampton & Eastleigh Licensing Partnership

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Cab My Ride Ltd.  
76 Bluebell Road  
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12<sup>th</sup> January 2023

FAO Arjan Sahota

### **Letter of Advice**

Southampton City Council Licensing have received a rising number of complaints (from both drivers and members of public) about Cab My Ride over the last few months and this is becoming a cause for concern.

These complaints include driver pay disputes, fares not being completed, overcharging for a fare, and driver conduct.

It is accepted that in the Private Hire industry that issues and disputes will arise, however a licensed operator must deal with these issues and attempt to resolve them appropriately. A majority of the complaints that have come to my attention have done so due to lack of response from Cab My Ride and the complainant has had no alternative but to come to us.

A licensed operator must address complaints and disputes that arise. It is not expected that all complainants will receive a response they are satisfied with, however, matters raised should be properly investigated and a response provided. If the complainant is still unsatisfied, they are then able to seek further legal advice and pursue further action if appropriate.

With reference to a recent complaint of driver conduct, CMR was advised that at least one driver had overstepped professional boundaries by asking a school escort if he could come in for a cup of tea. It was also noted that social media friendship request had been sent and so forth.

When I approached CMR for comment on this, the response was that CMR felt this was a 'grey area' and that drivers are issued with a handbook when joining CMR. It was also suggested in the response that the complaint was potentially made to us by a third party wishing to 'stir the pot'.

It is accepted that complaints can be made simply to cause disruption however this complaint had merit was also acknowledged by the primary driver concerned as being partly accurate. The driver stated tht the request for 'a cuppa' was a once off comment and was a 'joke'.

I also suggested refresher training to be considered by CMR on the following example topics but this was not taken up -

- forming personal relationships with clients/passengers
- adding clients/passengers on social media
- requesting/offering drinks and/or social activities
- asking to use a clients/passengers facilities etc

My view on the above matters is that Cab My Ride do not appear to be taking proper steps as an operator to deal with issues that arise. Complaints and disputes must be properly investigated and responded to.

If drivers are found to be crossing professional boundaries, then these issues must be addressed immediately. I cannot see that Cab My Ride took any proper steps in this case.

I must advise you that in recent months, Cab My Ride have received more complaints than any other Southampton licensed operator. When this is also coupled with poor or inadequate responses from Cab My Ride it is a clear cause for concern.

If this pattern continues, then it is a likely that a review of the Operator's Licence will be considered. This could result in the licence being suspended or revoked

Yours sincerely

Russell Boniface  
Licensing Enforcement Officer