

	SCC	Subject name / trading name	Uniform Ref	Date complaint received	Name & Address of Complainant	Informant	Nature of complaint/enquiry	Outcome
618/16	SCC	Cab My Ride Ltd.	2015/03325/41TXHC	03/08/16	SCC HC Driver	Driver	Harjit Singh SAHOTA is interfering with other drivers negotiating fares on ranks and soliciting for Cab My Ride.	Advice to complainant that driver has already been spoken to.
700/16	SCC	Cab My Ride Ltd.	2013/00013/45TXPO	02/09/16	SCC PH Operator	Operator	Complaint that CMR have been soliciting WQ drivers to take CMR jobs by 'logging off on break so no one will know'	Noted for info.
495/19	SCC	Cab My Ride Ltd	2017/00020/45TXPO	16/07/19	RH - Licensing	SCC	Downloaded app. Appear to charge a premium for wheelchair accessible vehicles. This is in or outside the city boundaries.	Written warning sent recorded delivery
851/20	SCC	Cab My Ride Ltd	2017/00020/45TXPO	28/09/20	four drivers and one operator	Combined	Merged complaint from one Operator and four licensed drivers: Harjit Singh SAHOTA (Director) posted on social media statement regarding Cab My Ride and the fact that other taxi drivers do not use PPE and rip people off.	Director (Harjit SAHOTA) required to step down as a director. Also given a 4 week driver suspension. Cab My Ride given a written warning.
168/21	SCC	Cab My Ride Ltd	2017/00020/45TXPO	01/03/21	EDWARDS, Carole	SCC	complaint that CMR have provided an unlicensed and damaged vehicle for contract work.	CMR issued a formal warning for failing to have suitable measures in place. Visit carried out and new measures now put in. re visit reqd in 3 months.
753/21	SCC	Cab My Ride Ltd	2017/00020/45TXPO	04/10/21	Member of the public	MOP	failed to complete booking. Charged pass'. No contact offered.	no major fault found. Car arrived 10 mins late. Pass' was instructed to call when ready but called wrong number 39 times. Driver was left waiting. Cmr feels entitled to retain fee. Advised to seek legal advice if wishes to proceed.
046/22	SCC	Cab My Ride Ltd	2021/00046/45TXPO	07/01/22	Member of the public	MOP	complaint that CMR took pass' to wrong destination then upon realisation left pass' there and advised they would have to rebook and had to await a different car. Pass' had been travelling for some time and was left very distressed by lack of care. Cmr failed to respond to complaint from pass'	CMR asked for account. CMR advised hotel booked fares and error occurred that way. Pass' not left in vulnerable location between cars. Appears more clerical. Customer service issue to have passed back to cmr and pass to resolve.
197/22	SCC	Cab My Ride Ltd	2021/00046/45TXPO	24/02/22	ROBERTS, Carole	SCC	Complaint of mix-up with Cab My Ride collecting a vulnerable passenger who should have been collected by a Radio Taxis vehicle. Did not check name or passenger. CMR driver then returned to house where carer was to demand money and did not understand her explanation of the mix-up.	PB responded that carers will need to take care to check door stickers on side of vehicle but also that CMR could do better. 2/3/22 KO sent email to Arjan @ CMR providing details of complaint and asking for response with any improvements CMR can make in relation to vulnerable passengers, suggesting checking names of passenger every time. 23/3/22 - Steve Berryman @ CMR replied stating that they will ensure drivers check names and do not go demanding money from journey bookers. 25/3/22 - communicated CMR response to Carole Roberts.
459/22	SCC	Cab My Ride Ltd	2021/00046/45TXPO	13/05/22	SCC Operator	LH	Complaint that Cab My Ride is contacting Radio drivers and offering them work, concerns how they are obtaining their email addresses and how they can work for 2 operators (door sticker issue).	Spoke with Arjan who said they are looking on CV Library for taxi drivers looking for work and have uploaded their email addresses. They are then contacted with advertising to see if they would like to do school runs (knew about exemption for school runs/door stickers and stated the vehicles are restricted to just school runs on their system so no veh condition compliance issues). Advice to Simon on how data is being obtained, any complaints to ICO as they deal with data matters - 19/5/2022 HM.
464/22	SCC	Cab My Ride Ltd	2021/00046/45TXPO	20/05/22	Member of the public	MOP	SCC copied in on complaint/concern about CMR not fulfilling a school run on time for a child on crutches. States is a repeat problem. CMR have responded stating run difficult for them to cover due to various factors and have proposed options to assist with school run. Response from CMR is proactive taking responsibility seriously. has also spoken with child mother to address issue	noted or info

496/22	SCC	Cab My Ride Ltd	2021/00046/45TXPO	26/05/22	Member of the public	MOP	allegation of child grooming as CMR published photo of phv done up with balloons and small gift for a child's birthday	noted for info and cmr notified. Nature of public post does not give merit to allegation
950/22	SCC	Cab My Ride Ltd	2021/00046/45TXPO	11/10/22	Member of the public	MOP	Complaint of different vehicle attending job, when challenged driver sped off. Cab My Ride conducting investigation. Neither driver or reg SCC related.	CMR asked for comment and update. 2nd complaint received from same mop. Shows lic issued by NFDC. Nfdc have confirmed phd and Phv AIO but not updated with CMR. To be addressed with CMR
1024/22	SCC	Cab My Ride Ltd	2021/00046/45TXPO	04/11/22	Member of the public	MOP	Complaint of CMR not providing requested vehicle and was not on time. Numerous complaints made to CMR and no response or progress. Mop felt no choice but contact SCC.	Forwarded to CMR and given 1 week to resolve and report back. CMR responded saying they had not enough info to investigate despite that same email holding more than enough info to proceed. This was highlighted to CMR and matter now resolved with mop.
1086/22	SCC	Cab My Ride Ltd	2021/00046/45TXPO	22/11/22	SCC PH Driver	Driver	Complaint that cmr have been refusing to pay money owed from trips completed. Also claimed that this is done to many other drivers.	CMR asked for a response to statement. After email from scc, cmr rectified and resolved issue with driver immediately. Comp satisfied with result. Nfa
1099/22	SCC	Cab My Ride Ltd	2021/00046/45TXPO	25/11/22	SCC PH Driver	Driver	Complaint that operator will not return calls or investigate his claim of being under paid for various jobs and sign on bonus.	CMR asked for response. Cmr and comp' have ongoing dispute but communication has now been made. Advised both parties any further dispute should be made through the courts.
1162/22	SCC	Cab My Ride Ltd	2021/00046/45TXPO	15/12/22	ALFORD, Marianne	SCC	Complaints of driver Harjit SAHOTA) being unprofessional with school run escorts. Asking to come in for a cup of tea or to use the bathroom at escorts own residence	Info passed to CMR and CMR instructed drivers to be advised on appropriate boundaries. Response awaited. CMR advised they do issue a hand book but felt forming friendships with clients was a 'grey area'. No steps taken to address matter but essentially claim complaint is vexatious. CMR also have received a notable amount of complaints lately from MOP's and LH'S. letter of advice to cover all matters raised.
171/23	SCC	Cab My Ride Ltd	2021/00046/45TXPO	13/02/23	Reading PH Operator	Operator	Complaint from Reading-based operator that he had been engaged in discussions to merge businesses with Cab My Ride which broke down and he is upset with Arjan who now uses a phone number which was signed over to him.	17/2/23 - emailed complainant. Matter sounds like best resolved in civil courts. Nothing licence-impacting.
635/23	SCC	Cab My Ride Ltd	2021/00046/45TXPO	03/07/23	Member of the public	mop	Complaint that CMR had not fulfilled booking as agreed causing potential safeguarding issue for school.	CMR given 1 week to provide response. CMR are now addressing complaint directly with complainant. Comp' mostly satisfied with this and will address a couple of details with them directly. Noted for info.
742/23	SCC	Cab My Ride Ltd	2021/00046/45TXPO	31/07/23	SCC PH Driver	Driver	Complaint that CMR have not paid driver what is owed and wont respond to contact.	cmr asked to either deal with it or provide us with an account. Nothing further heard.
975/26	SCC	Cab My Ride Ltd	2021/00046/45TXPO	06/10/23	member of the Public	mop	Complaint that CMR are still sending promo texts or similar despite being asked to be removed from system. CMR have responded advising data being deleted 6/10/23 eve in line with their retention policy	noted and mop advised. Noted for info
976/23	SCC	Cab My Ride Ltd	2021/00046/45TXPO	03/10/23	Member of the public	MOP	Journey: 30/9/23 @ approx 1000 hours. Complainant stated he had paid the £8.30 fare on the op's website at the point of booking, but then driver asked for a further £10 to be paid on a portable card machine in the vehicle. When queried, the driver said the payment had not gone through the system. Complainant later received an email receipt for the journey and realised he had been charged twice.	6/10/23 - emailed CMR for explanation. Confirmed they have sent refund. Explained the driver had an issue with his app communications. Now sorted. Confirmation from complainant he has received refund.
1065/23	SCC	Cab My Ride Ltd	2022/03226/43TXPV	06/11/23	SCC PH Driver	Driver	Photo of PHV 0776 displaying two operators.	VEH EXPIRED AUG 2023. cmr instructed to remove stickers asap. Passed to RH . See 1146/23
1146/23	SCC	Cab My Ride Ltd	2021/00046/45TXPO	21/11/23	SCC PH Driver	Driver	Driver came into the office with expired plate, PHV0776 from the back of Cab My Rides vehicle that he had been using. Came to report that he had been using this vehicle for over a week at the beginning of November with an expired plate.	