

27 November 2019

Our ref: 5832232

Thank you for your request received on 25 November 2019, for the following information:

Under the Freedom of Information Act can you please provide me with the following information:

1) The number of complaints to your authority about taxi drivers licenced in Wolverhampton since 2015? Can you provide the total and each of the years in which someone complained.

2) Can you provide details of the complaints? For clarity - I do not want copies of the letter just what complaint was made and ideally the exact words used in the complain letter. If that is impossible just the reasons for complaint will suffice.

3) Has your authority complained to Wolverhampton City Council about taxi licencing since 2015 and if so can I have copies of that correspondence?

We have processed this request under the Freedom of Information Act 2000.

Response

I am writing to inform you that we have searched our records and the information you requested is not held by London Borough of Barnet. Transport for London are the responsible authority for licensing taxi drivers in London.

Further information

If you are interested in the data that the council holds you may wish to visit Open Barnet, the council's data portal. This brings together all our published datasets and other information of interest on one searchable database for anyone, anywhere to access. <http://open.barnet.gov.uk/>

Advice and Assistance : Direct Marketing

If you are a company that intends to use the names and contact details of council officers (or other officers) provided in this response for direct marketing, you need to

be registered with the Information Commissioner to process personal data for this purpose. You must also check that the individual (whom you wish to contact for direct marketing purposes) is not registered with one of the Preference Services to prevent Direct Marketing. If they are you must adhere to this preference.

You must also ensure you comply with the Privacy Electronic and Communications Regulations (PECR). For more information follow this Link www.ico.org.uk

For the avoidance of doubt the provision of council (and other) officer names and contact details under FOI does not give consent to receive direct marketing via any media and expressly does not constitute a 'soft opt-in' under PECR.

Your rights

If you are unhappy with the way your request for information has been handled, you can request a review within the next 40 working days by writing to the Information Management Team at: foi@barnet.gov.uk. Or by post to Information Management Team (FOI) London Borough of Barnet, 2 Bristol Avenue, Colindale, NW9 4EW

If, having exhausted our review procedure, you remain dissatisfied with the handling of your request or complaint, you will have a right to appeal to the Information Commissioner at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF (telephone: 0303 123 1113; website www.ico.org.uk). There is no charge for making an appeal.

You can also chat online with an advisor.

There is no charge for making an appeal.