



Incident Account / Response to Complaint

Details of Complaint

It was reported to the Council that on Thursday 20th October 2022 at approximately 12:30 you were rude and abusive in your language to a member of the public after an incident that occurs on Pittville Street.

This member of the public holds a disability badge and reports that they had pulled into the rear end of the taxi rank on Pittville Street, to reverse into the disabled bay located behind, and as they were reversing you came in behind them, causing them to stop their manoeuvre. They report that after a short time, where you did not move to allow them to reverse, you moved around them and onto the taxi rank.

The customer alleges that after this you became rude and abusive towards them, questioning their disability, and their requirement for a blue badge.

Account of: Mr Malcolm Rogers

Your Account of Incident:

These are my memories of the incident of the 20th October 2022, regarding a member of the public. This member of public was not a customer.

I had picked up a lady from the train station, and she wished to go to New Barn Lane but she asked me if I could take her to town and wait for her beforehand, this I did.

When I got into Pittville Street, I could see there was a space on the back of the rank, but a private car was parked there.

I genuinely thought that he would pull off when he saw me waiting behind him, but he started to reverse. I peeped my horn as I thought he might not have seen me, but he just kept coming towards me so I had to move out of his way.

My customer was amazed at his arrogance and seemed shocked. She said to me "oh my God" as the other driver was reversing into me. I told her it happens often and that we get used to it.

Signed:

Date:

She paid me and thanked me and got out

I had no idea where the other car had gone. I

About five minutes passed and as I was waiting for a job, a bearded man slammed on my window, shouting abuse at me. The first thing he said was "What the fuck do you think that was about", he then said "are you stupid, oh of course you are, you're a taxi driver!!"

I told him he was parked on a rank, and that I had a customer who needed dropping off safely. Once again he got very rude and aggressive.

I didn't get out of my car but my window was down and I was and fearful he was going to hit me through my window so I closed my window.

A passing lady member of the public actually called him a (prick) for the way he was abusive toward me!

I did not get out of my car whilst all this was going on.

He was shouting "can't you read", and again said "oh no you're a taxi driver".

He then walked off down the street and I thought thank goodness, but he then came back, and again started threatening me.

He then shouted you won't have this job much longer, and started walking around my car taking pictures of my plate my badge, and even came up to my window and took a picture of me. I stayed in the car whilst he was taking pictures, he even came up to the driver's window to take a picture of me.

I have been suffering with anxiety ,my Daughter has been diagnosed with cancer, my son is due to be operated on his spine and my wife has an aneurysm in her head and is awaiting surgery, so the last thing I want is any other problems with people like this.

I understand that he was probably upset from road rage, and needed to get it off his chest, but it really was not this serious.

I did not say anything at all to the driver other than inform him that he was parked on a taxi rank.

Further comments:

Signed:

Date: