



Further to your information request FOI/EIR 24/25-148, please find your question and our response below.

Request:

1. The number of complaints relating to UBER Drivers and Vehicles that are Licensed with yourselves for the following periods
01.01.2023 - 31.12.2023
01.01.2024 -31.05.2024
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.
3. Of the complaints received please state the number which occurred outside of your Local Authority.
4. The number of complaints referred by UBER to the Licensing Authority for the periods above.

Response:

East Cambridgeshire District Council does not licence Uber.

1. 0
2. n/a
3. n/a
4. 0

This concludes your request FOI/EIR 24/25-148.

If information has been refused, please treat this as a Refusal Notice for the purposes of the Act.

If you disagree with our decision or are otherwise unhappy with how we have dealt with your request in the first instance you may approach foi@eastcambs.gov.uk and request a review. A request for review must be made in no more than 40 working days from the date of this email.

Should you remain dissatisfied with the outcome you have a right under s50 of the Freedom of Information Act to appeal against the decision by contacting the Information Commissioner, Wycliffe House, Water Lane, Wilmslow SK9 5AF.