

**From:** [Foi Enquiries](#)  
**To:** [REDACTED]  
**Subject:** EIR-17-1367 - Guide Dogs Access  
**Date:** 13 October 2017 12:50:16  
**Attachments:** [Further Information - Right to Review & Appeal.pdf](#)

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Dear [REDACTED],

Thank you for your information request of 22 September 2017. Aberdeen City Council (ACC) has completed the necessary search for the information requested.

**How many complaints do you hold on record of an assistance dog owner being refused access to a taxi or private hire vehicle?**

We had zero complaints from the Complaints Team and we had 1 complaint from the Licensing Team.

**How are these complaints dealt with?**

Complaints Team

We follow the Scottish Local Authority Complaints Handling Procedure. Under this procedure, a 'complaint' is defined as "an expression of dissatisfaction regarding our actions, or lack of action, or the standard of service provided by us or on our behalf". There are some topics that cannot be considered as a 'complaint', such as a first time request for a service e.g. reporting potholes or damaged pavements for repair.

For more information please visit [www.aberdeencity.gov.uk/complaints](http://www.aberdeencity.gov.uk/complaints)

Licensing Team

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Civic enforcement officers fully investigate any such complaint, including seeking a response from the driver in question before determining if there is a case to answer. If there the matter would be referred to the elected councillors of the Licensing Committee for a determination. This may lead to a warning, a suspension or a revocation of the drivers licence or no action may be taken. If any action is taken the driver would also be in breach of licensing conditions (which may be a criminal offence) and the matter would also be passed to Police Scotland for consideration.

**What are the lowest and highest penalties you have issued to offending drivers?**

No drivers have been found to have refused carriage (except where an exemption is held).

We hope this helps with your request.

Yours sincerely,

Salomeh Kheyri Rad  
Information Compliance Officer

**INFORMATION ABOUT THE HANDLING OF YOUR REQUEST**

As the information which you requested is environmental information, as defined under Regulation 2(1) of the Environmental Information (Scotland) Regulations 2004 (the EIRs), ACC considered that it was exempt from release through FOISA, and must therefore give you notice that we are refusing your request under Section 39(2) of FOISA (Freedom of Information (Scotland) Act 2002). However, you have a separate right to access the information which you have requested under Regulation 5 of the EIRs, under which ACC has handled your request. Please refer to the attached PDF for more information about your rights under the EIRs.

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\*03000 numbers are free to call if you have 'free minutes' included in your mobile call plan.

Calls from BT landlines will be charged at the local call rate of 10.24p per minute (the same as 01224s).

[www.aberdeencity.gov.uk](http://www.aberdeencity.gov.uk)