

Response to Request for Information

Reference FOI 002355
Date 31 May 2018

Uber Private Hire Driver Complaints

Request:

Please provide number of complaints received by council regarding Uber and Uber drivers licenced by Wolverhampton City Council from 2015-2018

I'm also aware Uber will have its own internal complaints procedure.

Your request for information has now been considered and the City of Wolverhampton Council is not obliged to supply the information you requested for the reasons set out below.

Section 17 of the Freedom of Information Act 2000 requires City of Wolverhampton Council, when refusing to provide such information (because the information is exempt) to provide you, the applicant with a notice which:

- (a) states the fact,
- (b) specifies the exemption in question and
- (c) states (if that would not otherwise be apparent) why the exemption applies:

In relation to your particular request, the following exemption applies:

Section 12 - Exemption where cost of compliance exceeds appropriate limit

We can confirm that the Council holds information falling within the description specified in your request. However, Section 12 of the Freedom of Information Act 2000 allows a public authority to refuse a request if the cost of providing the information to the applicant would exceed the 'appropriate limit' as defined by the Freedom of Information Act.

The Regulations provide that the appropriate limit to be applied to requests received by local authorities is £450 (equivalent to 18 hours of work). In estimating the cost of complying with a request for information, an authority can only take into account any reasonable costs incurred in:

- (a) Determining whether it holds the information
- (b) Locating the information, or a document which may contain the information

[NOT PROTECTIVELY MARKED]

- (c) Retrieving the information, or a document which may contain the information
- (d) Extracting the information from a document containing it.

For the purposes of the estimate the costs of performing these activities should be estimated at a rate of £25 per hour.

The information appertaining to your request is not easily accessible and as such this information is not held as a distinct set able to be retrieved or reported on. To provide you with the information requested would require a manual trawl of paper records and as such we believe that the aggregated time it would take to collate the information would be 3 days (equivalent to a notional cost of £450).