

COMPLAINTS 2013/2014 for Taxi and Liquor Licensing

The Licensing Section received the following informal complaints:

<u>COMPLAINT</u>	<u>ACTION</u>	<u>OUTCOME</u>
The Licensing Section received various expressions of concerns regarding parking facilities.	The Licensing Section has now moved to new premises situated at Narrowboat Way which has parking spaces directly outside the building enabling customers to have access to parking.	No further complaints received.
Expression of concerns have been highlighted regarding references in respect of new applications for private hire and hackney carriage. The concerns are that applicants cannot get 3 references off the list of approved referees.	The matter was discussed at a team meeting and it was decided that the references would be abolished as all applicants have to undertake a DBS check.	The reference sheet attached to application be discarded.
Complaints re: length of time it has taken the Licensing Section to issue licences.	Dedicated staff to issue licences as soon as possible, IT problems which have arisen following the move of offices, in the process of being resolved and further staff to be appointed.	Notice in reception apologising for the delay and the reason for the delay which was due to IT systems and staff shortages.
The Licensing Section has received complaints regarding booking appointments.	Discussed and agreed that now we are in new premises we should have 2 tills on the counter in order to see more customers.	A second till has now been installed.