

9 May 2013

Nicolas Bosma  
[fiy-request-835-5aa25a92@requests.fiy.org.nz](mailto:fiy-request-835-5aa25a92@requests.fiy.org.nz)

Dear Nicolas

**Request made under the Official Information Act 1982**

Thank you for your email of 16 April 2013 requesting information under the Official Information Act 1982. Regarding the following four Approved Taxi Organisations (ATOs) operating in Dunedin, you asked the questions listed below.

- City Taxis Society Limited
  - Dunedin Taxis (1965) Limited
  - United Taxis Limited
  - Grab A Cab Dunedin 2011 Limited
- 1) a) The total number of received complaints, made by passengers, relating to driver misconduct between 1/1/2012 and 16/4/2013.  
  
b) Any and all categories of misconduct complaint - for example, suspected drunk is a different category to overcharging.
  - 2) How many of those complaints were upheld by the ATO against the driver?
  - 3) Any terminations of employment directly related to complaints received within the timeframe.

The Dunedin office of NZ Transport Agency (NZTA) has only received one complaint from a passenger between the dates 1 January 2012 and the 16 April 2013 in relation to the ATOs, City Taxis Society Limited, Dunedin Taxis (1965) Limited, United Taxis Limited and Grab A Cab Dunedin 2011 Limited.

The complaint received on the 13 April 2013 is currently being investigated. The complainant in this matter alleges she was verbally abused but the complaint requires further investigation and clarity before the matter is formalized.

No complaints have been made to NZTA during this period that would be considered serious enough to result in termination of employment. Termination of employment is obviously initiated by the ATO and could result from internal disciplinary matters.

If you would like to discuss this reply with the NZTA, please contact me by email to [dermot.harris@nzta.govt.nz](mailto:dermot.harris@nzta.govt.nz) or by phone on (03) 951 3017.

Yours sincerely



**Dermot Harris**

Manager Transport Officers  
For Chief Executive