

[REDACTED]

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**From:** Eddie Fullerton  
**Sent:** 27 March 2015 14:21  
**To:** [REDACTED]  
**Subject:** Taxi complaints 2014  
**Attachments:** Complaints 2014 2015.0013.docx

Dear [REDACTED]

Please find attached information relating to the complaints received from passengers during 2014. In addition to the categories of complaint, there are a number of examples of each category, detailing the nature of those complaints.

Yours sincerely,

**Eddie Fullerton**  
Compliance Manager



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