

## Leeann Leeds

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**From:** Licensing  
**Sent:** 02 May 2014 13:13  
**To:** Claire Perry; Leeann Leeds; Jessica Bolton  
**Subject:** FW: Taxi H21

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**From:** Linzi [REDACTED]  
**Sent:** 02 May 2014 12:42  
**To:** Licensing  
**Subject:** Taxi H21

I would like to make a formal complaint against the above mentioned driver.

At approximately 5pm on Thursday 24th April i approached a cab at the taxi rank at Asda, Swanley. The driver informed me that he could bring me home but he would have to take me the long way due to traffic and that it would cost more. I agreed to this and began to get my three children in to the car. I sat my eldest (8) in the front as i always sit with my youngest two to ensure they don't fiddle with windows etc.

I then sat my youngest (2) in behind the driver and climbed in to the middle seat. I then turned to lift my third daughter (4) in to the car. However as i held her arms to help her in the driver started driving. At this point i asked him to stop a number of times, 3 or 4, when he didn't i shouted to him that she wasn't in the car, at which point he stopped. I then told my children to get out of the vehicle. By this time all three of my children were clearly very shaken and my 4 year old totally distraught. All the driver said was that he was not aware that she wasn't in the car.

I am exceptionally lucky that;

1. The rear passenger side door did not hit something and crush my daughter, there are bollards along the edge of the pathway.
2. I had a firm grip of my daughter and she did not fall, causing injury or worse being struck by the vehicle.
3. My daughters feet were dragging on the floor, had i not have held her under her armpits and had hold of her hands, her feet would have gone underneath the wheels and she would have been run over.

I do appreciate that the vehicle did not travel any great distance, however it was enough that the outcome could have been very different indeed.

The driver then sped away out of the carpark at which point a bystander came to my aid. Two further onlookers went in to the Asda store and informed the security guard who stated that he had seen the incident. The store manager also came out and said that she would be sure to keep the CCTV footage.

The driver then returned to the rank and continued to collect passengers as if nothing had happened and giving me filthy looks as if the incident were my fault.

I have reported the incident to the police and am awaiting their response. The incident number is CAD24-1173.

I think this driver is a danger to any perspective passengers. The car is a 2008 vehicle and I find it hard to believe that it would not have some sort of indicator to show open doors, and it took me shouting at him because he did not respond to my numerous requests for him to stop. My daughter is now terrified if cars, as is my youngest and to further complicate matters my children are under assessment by community paediatricians and CAHMS for Anxiety and possibly adhd. As you can imagine, this has caused significant distress to my children and myself. The registration of the vehicle is NA08 FKV with carriage license H21

I will await your response in this matter

Lindsey James

[REDACTED]