

**(CCC) Complaints**

- The total number of complaints to Cambridge City Council regarding disability discrimination since your records began
- If possible, could the type of discrimination be further grouped into these categories:
  - o Disability discrimination relating to public transport
  - o Disability discrimination relating to private transport
  - o Disability discrimination relating to private businesses
  - o Disability discrimination relating to public spaces

**Response:**

I have searched our complaints monitoring system which was brought into effect from April 2017. Prior to this system, we used a record management system that has now been decommissioned, and is no longer accessible.

I have found ten complaints relating to disability discrimination across Council services from 1 April 2017 until 29 July 2020.

I note that the first statistic on your request is for complaints relating to Public Transport. Unfortunately, the majority of public transport services are handled by Cambridgeshire County Council (<http://www.cambridgeshire.gov.uk>). However, Cambridge City Council do handle Taxi Licensing services. There were no recorded complaints relating to disability discrimination in this area.

Private Transport is also mostly dealt with by Cambridgeshire County Council. The only aspect of private transport dealt with by Cambridge City Council is multi-storey car parks within the City. There was one complaint raised in this area.

No complaints were raised relating to disability discrimination issues with private businesses.

Three complaints relating to disability discrimination were submitted to the Streets & Open Spaces team. One of these was escalated through the City Council complaints procedure and again to the Local Government Ombudsman. The case was not upheld by the Ombudsman.

Further queries on this matter should be directed to <a href="mailto:foi@cambridge.gov.uk">foi@cambridge.gov.uk</a>
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