

## SPSO decision report

**Case:** 201400681, The City of Edinburgh Council  
**Sector:** local government  
**Subject:** licensing - taxis  
**Outcome:** not upheld, no recommendations

### Summary

Mr C holds a licence issued by the council, and was interviewed after a complaint was made against him as a licence-holder. He complained to the council that he had not been told what his rights were at the interview and asked that they tell him what these were. At the end of their complaints procedure, he remained dissatisfied and complained to us.

We found that the interview was not a hearing to determine Mr C's civil rights and so there was no requirement to advise him of his rights at that point. We did not uphold this complaint. In relation to his other complaint, we found that the council had, in correspondence, advised Mr C of what his rights had been and so we did not uphold that complaint either.