



Public reporting complaints statistics 2018/19 – Quarter 2

Committee Audit and Standards

Date of meeting 30 November 2018

Date of report 7 October 2018

Report by Assistant Chief Executive

1. Object of report

To provide the committee with the statistics for the second quarter (Q2) of 2018/19.

2. Background

SPT takes all complaints seriously and feedback is used in a constructive way to learn and better improve the services delivered.

As background and context, in Q2, SPT delivered more than 3 million Subway journeys, 1.3 million passenger journeys on subsidised bus routes, 120,000 MyBus journeys, and approximately 4 million entries/exits were made at SPT bus stations.

3. Outline of proposals

190 complaints were received in Q2, 160 of which (84%) were responded to within the prescribed timescale. Of this total, 25 (13%) complaints did not concern SPT services and related to other transport delivery organisations e.g. bus operators and ScotRail.

Table 1 shows the main areas of service delivery where complaints were received in Q2:

Table 1: Complaints by service delivery area in Q2

Service delivery area	No. of complaints received in Q2 2018/19	No. of complaints responded to in prescribed timescale	%	No. of complaints received in Q2 2017/18
Bus stations	11	8	73%	16
MyBus	9	6	67%	4
Network planning	92	85	92%	38
Subway	38	27	71%	30
ZoneCard	4	2	50%	2
Other SPT services	11	7	64%	29
Non SPT services	25	25	100%	56
Total	190	160	84%	175

Table 2 shows the communication method(s) used.

Table 2: Complaints by communication method in Q2

Service delivery area	Telephone	In writing	e-mail
Bus stations			11
MyBus	1	1	7
Network planning	10	1	81
Subway			38
ZoneCard			4
Other SPT services		3	8
Non SPT services			25
Total	11	5	174

Table 3 shows the main reason(s) for complaint(s).

Table 3: Complaints by reason in Q2

Service delivery area	Staff issue	Service provision	Service disruption	Other	Non SPT
Bus stations	5	1		5	
MyBus		1	7	1	
Network planning	1	76	3	12	
Subway	15	2	2	19	
ZoneCard		3		1	
Other SPT services	1	9		1	
Non SPT services					25
Total	22	92	12	39	25

All complaints are considered and investigated thoroughly. SPT will continue to monitor customer complaints, using the information to learn and improve service delivery.

Examples of complaints received in Q2

The following (examples of) complaints were received in Q2:

'Damage to my luggage at BBS lockers' (Bus stations);

'MyBus driver attitude' (MyBus);

'Change of bus timetables in Airdrie' (Network planning);

'Cowcaddens station screen display not working' (Subway);

'Glasgow-Dumbarton trains off, refund on ZoneCard' (ZoneCard);

'National entitlement card renewal process' (other SPT services);

'Replacement bus service unable to use rail ticket on McGills bus' (non SPT services).

Note: complaints by reason (other) include school transport service delays/bus provision and overcrowding on the Subway at peak times.

4. Committee action

The committee is recommended to note the level of complaints received, in the context of the volume of service provided.

5. Consequences

Policy consequences	<i>None directly.</i>
Legal consequences	<i>Complies with Scottish Public Services Ombudsman (SPSO) requirements.</i>
Financial consequences	<i>None directly.</i>
Personnel consequences	<i>Individual matters are investigated.</i>
Equalities consequences	<i>None directly.</i>
Risk consequences	<i>None directly.</i>

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