



Public Reporting Complaints Statistics

Committee Audit and Standards

Date of meeting 9 September 2016

Date of report 29 August 2016

Report by Assistant Chief Executive (Business Support)

1. Object of report

To provide the committee with the statistics for the first quarter (Q1) of 2016/17.

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, during the period concerned (Q1) SPT delivered more than 3 million Subway journeys, 1.5 million passenger journeys on subsidised bus routes, 125,000 MyBus journeys, and approximately 4 million entry or exits made at SPT bus stations.

3. Outline of proposals

99 complaints were received in Q1, all of which (100%) were responded to within the prescribed timescale. Of this total, 33 (33%) complaints did not concern SPT services and related to other transport delivery organisations e.g. bus operators and ScotRail.

The following table shows the main areas of service delivery within SPT where complaints were received in Q1:

Service delivery area	No. of complaints received in Q1 2016/17	No. of complaints responded to in prescribed timescale	%	No. of complaints received in Q1 2015/16
Bus stations	3	3	100	13
MyBus	1	1	100	12
Network planning	17	17	100	43
Subway	35	35	100	40
ZoneCard	2	2	100	5
Other SPT services	8	8	100	13
Non SPT services	33	33	100	20
Total	99	99	100	146

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

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 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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