



Public reporting complaints statistics – Quarter 2 2021/2022

Committee Audit and Standards

Date of meeting 26 November 2021

Date of report 16 November 2021

Report by Acting Chief Executive

1. Object of report

To provide the committee with the complaints statistics for Quarter 2 of 2021/2022, noting that the detail was also presented to the Operations committee at its meeting of 5 November 2021.

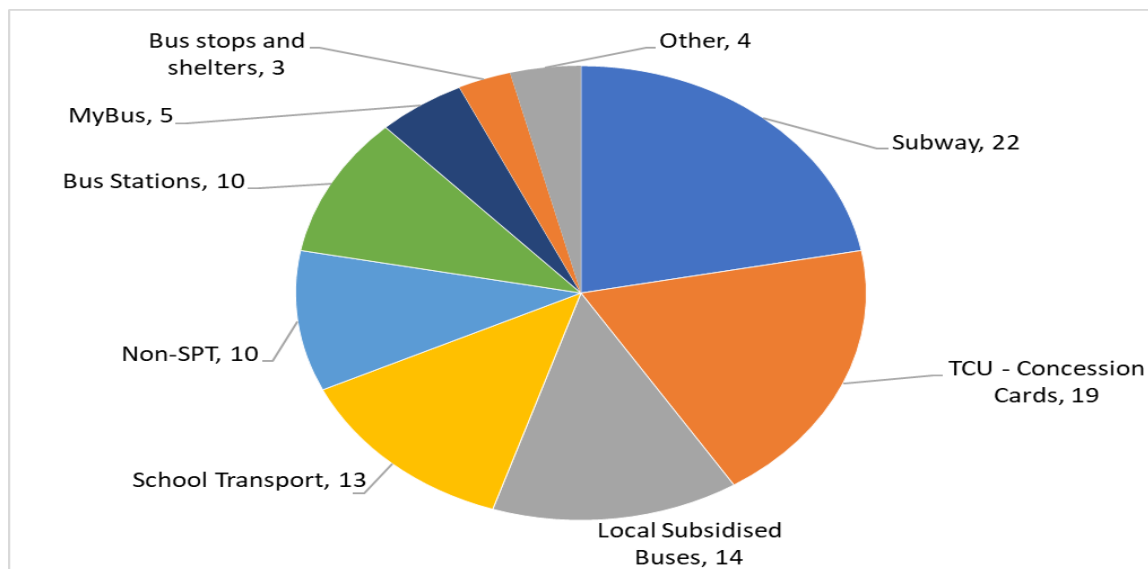
2. Background

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

3. Outline of proposals

Complaints received by SPT by four-week period

For Periods 5 to 7 (to 9 October 2021), there were 100 complaints received by SPT in the following categories. This compares to 58 complaints in the same three periods one year ago, and 176 complaints in the same three periods two years ago.



While the total number of complaints is small, the most common categories related to Subway and Travel Card Unit (TCU).

In Periods 5 to 7 there were more than 1.8 million Subway journeys and 22 complaints about Subway were received (complaints received for 0.001% of journeys).

In Periods 5 to 7 there were more than 20,000 customer contacts (phone calls and emails) to the TCU. During these Periods, 19 complaints about TCU were received (complaints received for 0.1% of contacts).

A large volume of National Entitlement Card holders had not renewed their cards over the lockdown period, and as restrictions lifted, demand on the Travel Card Unit increased. With this increase complaint volumes grew, but as a percentage of TCU contacts complaints remain very low.

Complaints processed within prescribed time period, by four-week period

During Periods 5 to 7, 96% of complaints were responded to on time; four out of 98 complaints not responded to on time (and two recent complaints were still being actioned at the end of Period 7). During the same periods a year ago, 95% of complaints were responded to on time. The time required to respond to complaints can vary based on complexity and some complaints by their nature require more work and more time for a response to be provided.

One Stage 2 complaint was received in Q2.

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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