

## Public reporting complaints statistics – quarters 1 and 2 of 2017/18

**Committee**      Audit and Standards

**Date of meeting**    1 December 2017

**Date of report**    20 October 2017

### Report by Assistant Chief Executive (Business Support)

#### 1. Object of report

To provide the committee with the statistics for the first two quarters (Q1 & Q2) of 2017/18.

#### 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 quarters 1 and 2 of 2017/18, SPT delivered 6 million Subway journeys, 3 million passenger journeys on subsidised bus routes, 250,000 MyBus journeys, and approximately 7 million entries/exits were made at SPT bus stations.

#### 3. Outline of proposals

275 complaints were received in Q1 and Q2, all of which (100%) were responded to within the prescribed timescale. Of this total, 88 (32%) complaints did not concern SPT services and related to other transport delivery organisations i.e. bus operators and ScotRail.

Table 1 shows the areas of service delivery where complaints were received in Q1 and Q2:

Table 1: Complaints by service delivery area in Q1 and Q2

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Service delivery area	No. of complaints received in Q1 2017/18	No. of complaints received in Q2 2017/18	No. of complaints responded to in prescribed timescale	%
Bus stations	14	16	30	100
MyBus	2	4	6	100
Network planning	16	38	54	100
Subway	23	30	53	100
ZoneCard	4	2	6	100
Other SPT services	9	29	38	100
Non SPT services	32	56	88	100
<b>Total</b>	<b>100</b>	<b>175</b>	<b>275</b>	<b>100</b>

Table 2 shows the communication method(s) used:

Table 2: Complaints by communication method in Q1 and Q2

Service delivery area	Telephone	In writing	e-mail
Bus stations	1	3	26
MyBus	Nil	Nil	6
Network planning	3	Nil	51
Subway	2	4	47
ZoneCard	Nil	Nil	6
Other SPT services	5	1	32
Non SPT services	1	1	86
<b>Total</b>	<b>12</b>	<b>9</b>	<b>254</b>

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

Table 3: Complaints by reason in Q1 and Q2

Service delivery area	Staff issue	Service provision	Service disruption	Other	Non SPT
Bus stations	1	13	Nil	16	Nil
MyBus	Nil	2	4	Nil	Nil
Network planning	Nil	54	Nil	Nil	Nil
Subway	3	Nil	22	28	Nil
ZoneCard	Nil	Nil	Nil	6	Nil
Other SPT services	Nil	4	33	1	Nil
Non SPT services	Nil	Nil	Nil	Nil	88
<b>Total</b>	<b>4</b>	<b>73</b>	<b>59</b>	<b>51</b>	<b>88</b>

### 2016/17 statistics

In 2016/17, 487 complaints were received, all of which (100%) were responded to within the prescribed timescales

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 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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