



Public reporting complaints statistics – Quarter 3 2021/2022

Committee Audit and Standards

Date of meeting 18 February 2022

Date of report 2 February 2022

Report by Director of Finance & Corporate Support

1. Object of report

To provide the committee with the complaints statistics for Quarter 3 of 2021/2022, noting that the detail was also presented to the Operations committee at its meeting of 28 January 2022.

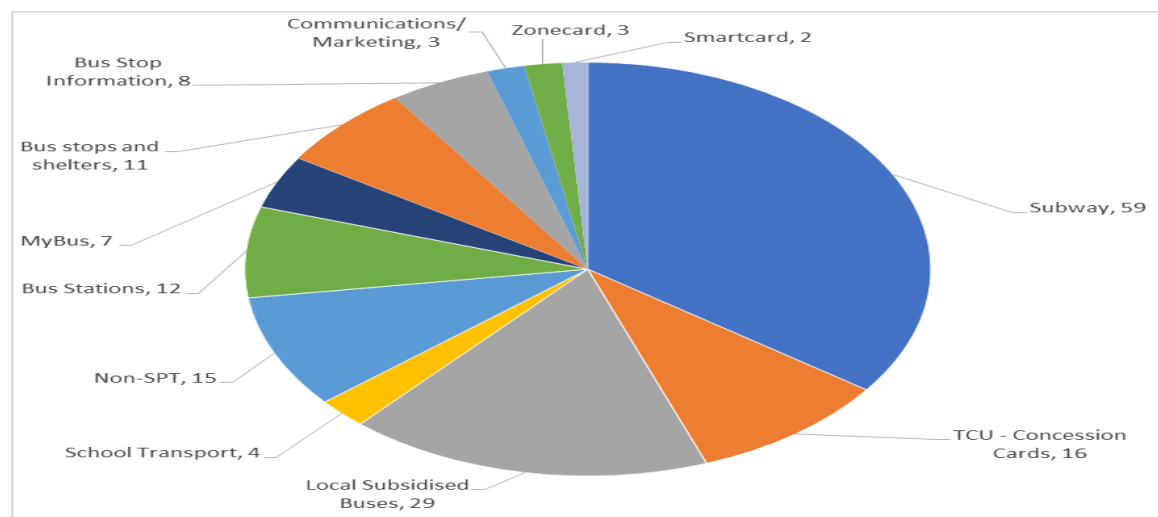
2. Background

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 8 to 10 (to 1 January 2022), there were 169 complaints received by SPT in the following categories (15 of these complaints were non SPT related). This compares to 43 complaints in the same three periods one year ago and 183 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 Local Subsidised Buses.

In Periods 8 to 10 there were more than 2.3 million Subway journeys and 59 complaints about Subway were received (complaints received for 0.003% of journeys).

In Periods 8 to 10 there were more than 1 million passenger journeys made on Local Subsidised Buses and 29 complaints were received about these services (complaints received for 0.003% of journeys).

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

During Periods 8 to 10 (to 1 January 2022), 87% of complaints were responded to on time; 22 out of 169 complaints not responded to on time. During the same periods a year ago, 98% 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.

Two Stage 2 complaints were received in Q3.

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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