



Public reporting complaints statistics 2019/20 – Periods 1 to 4

Committee Audit and Standards

Date of meeting 30 August 2019

Date of report 21 August 2019

Report by Assistant Chief Executive

1. Object of report

To provide the committee with the complaints statistics for the first four periods of 2019/20, noting that the detail was also presented to the Operations committee at its meeting of 23 August 2019.

2. Background

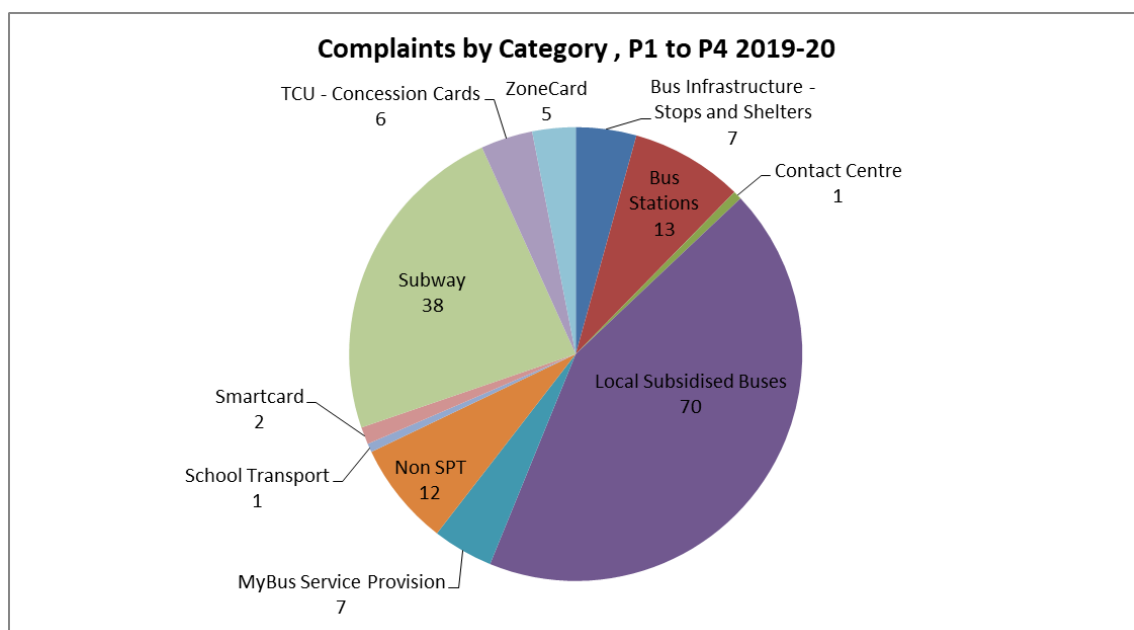
SPT takes all complaints seriously and feedback is used in a constructive way to learn and better improve the services delivered.

Note: Members will recall that the Audit and Standards committee at its meeting of 22 February 2019 considered a report with a series of recommendations relating to how and where a summary of complaints is reported to. This resulted in complaints being included in the monitoring report on public transport services and facilities in the SPT area considered by the Operations committee.

3. Outline of proposals

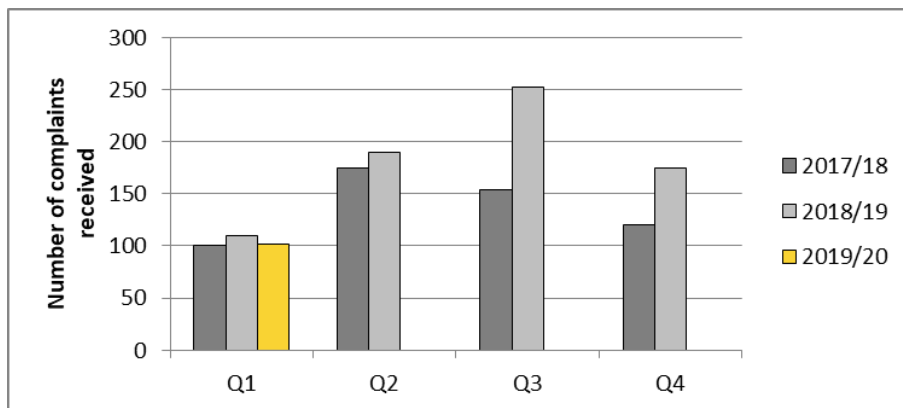
Complaints received by SPT by (4-weekly) period

There were 162 complaints received in the first four periods of 2019-20. These were categorised as shown in the chart below.



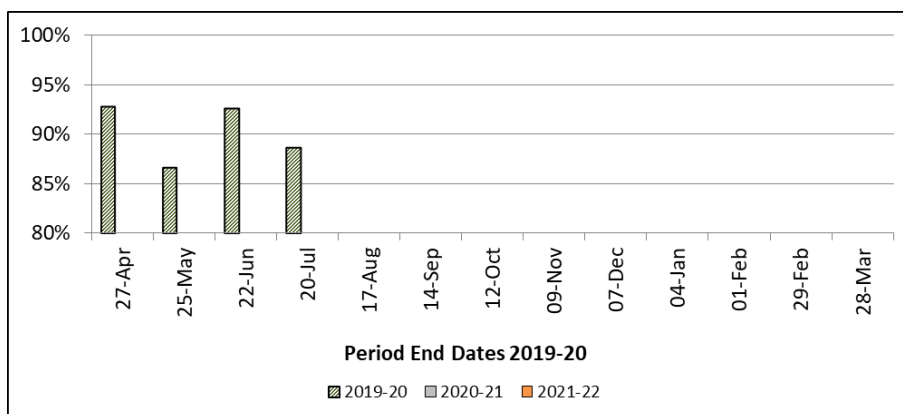
Complaints received by SPT by quarter

Historic complaints data is available on a quarterly basis.



During the first quarter (three periods) of 2019-20, the number of complaints (102) received was very similar to the previous two years.

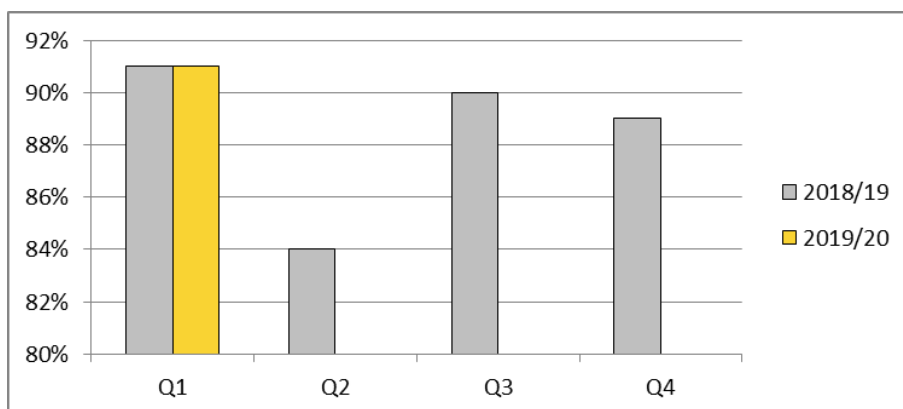
Complaints processed within prescribed time period, by four week period



Overall 90.1% of complaints were addressed within the prescribed time period in the first 4 periods of 2019-20.

Complaints processed within prescribed time period, by quarter

Historic data is available on a quarterly basis.



In the first quarter (three periods of 2019/20) the percentage of complaints responded to in the prescribed time period was the same as in the first quarter of the previous year, at 91%.

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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