



Public reporting complaints statistics – Quarter 3 2020/2021

Committee Audit and Standards

Date of meeting 19 February 2021

Date of report 29 January 2021

Report by Assistant Chief Executive

1. Object of report

To provide the committee with the complaints statistics for Quarter 3 of 2020/2021, noting that the detail was also presented to the Operations committee at its meeting of 29 January 2021.

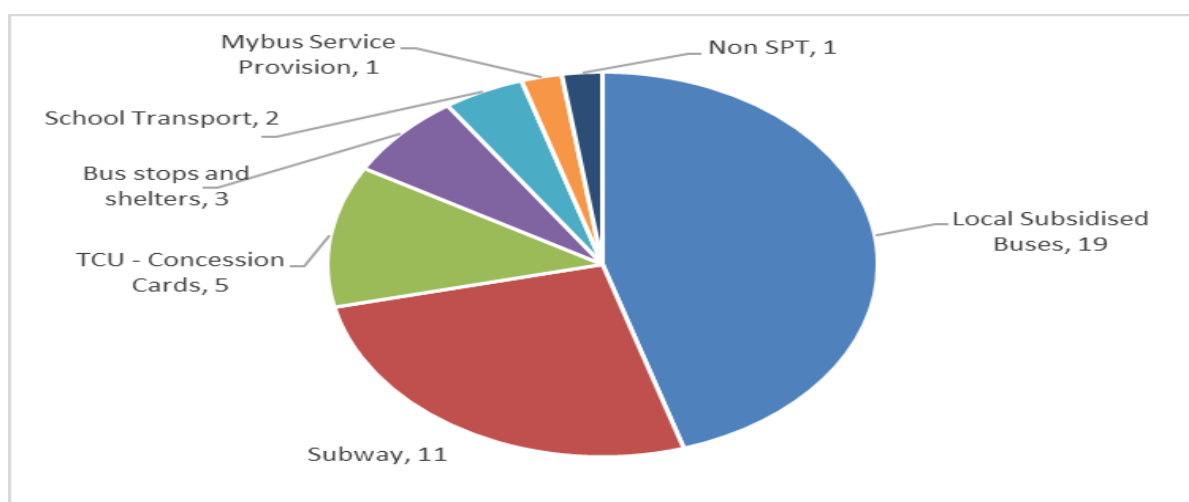
2. Background

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

The report to the last meeting noted that there were 65 complaints received by SPT in Periods 5, 6 and 7 of 2020/2021 (the twelve weeks ending 10 October 2020).

For Periods 8, 9 and 10 of 2020/2021 (the twelve weeks ending 2 January 2021) there were 43 complaints received by SPT, relating to the following categories:

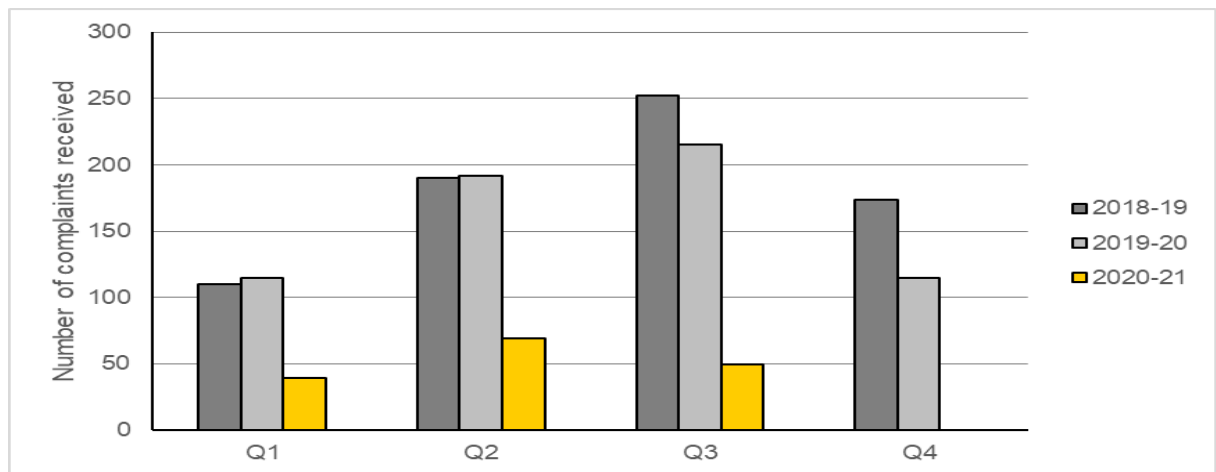


While the relative number of complaints remains small, SPT continues to investigate all. This identified that the most common categories for complaints related to Local Subsidised Buses and Subway Operations.

Of the 43 complaints, six related in some way to the wearing of masks/face coverings on public transport and three related to concerns that passengers were not following social distancing guidance.

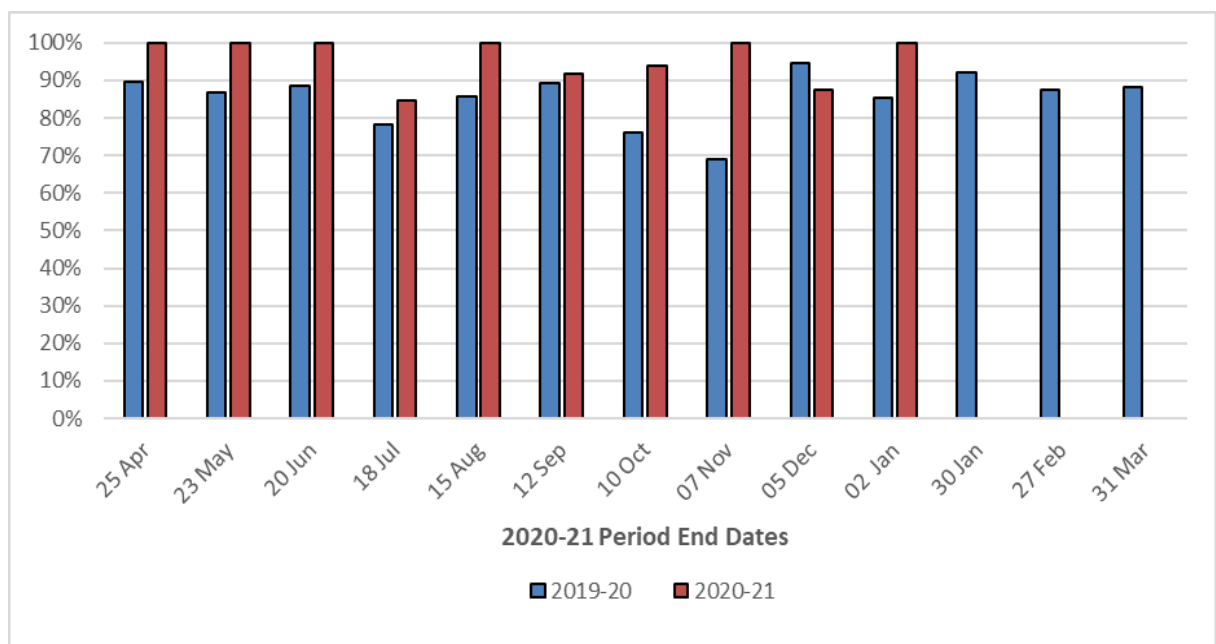
TCU complaints could be attributed to delays in the issuing of national entitlement cards as a result of the pandemic restrictions, and complaints related to local bus services concerned issues about service levels and whether bus services were running to timetable. Where complaints of this nature relate to SPT contracted services, these matters are always addressed through a contractual process.

Historic complaints data is available on a quarterly basis; the third quarter of the year includes October, November and December.



So far in 2020/2021, fewer complaints have been received than in the previous year, although this is undoubtedly related to reduced transport activity during the government restrictions.

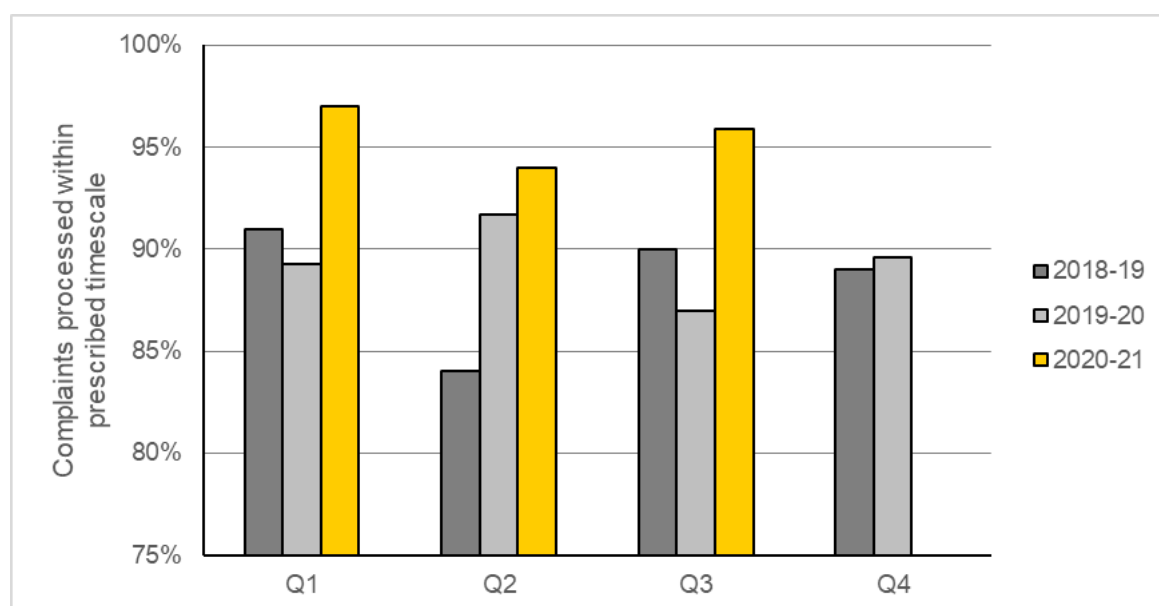
Complaints processed within prescribed time period, by four-week period



During Periods 8 to 10, 42 out of 43 complaints (98%) were responded to within the prescribed time period.

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.

Complaints processed within prescribed time period, by quarter



In the third quarter of 2020/2021, 96% of complaints were responded to in the prescribed timescale, higher than in the previous two years.

Stage 2 complaints

With reference to the minute of the last Audit and Standards meeting, members requested to add the volume of Stage 2 complaints to this report.

There was one Stage 2 complaint in the period up to and including Q3 of 2020/2021.

New model complaints handling procedures

From 1 April 2021, all public bodies must implement new complaints handling procedures and reporting arrangements as set out by the Scottish Public Sector Ombudsman (SPSO). While the revised model code is similar to the current one, additional consideration is being given to new areas which include:

- Reporting on any trends that may be found from complaint investigations;
- Ensuring that there is sufficient support for staff who may have a complaint made against them, and
- The development and implementation of an unacceptable behaviour criteria to respond to complainants who breach certain criteria.

The format of the complaints reported to the Operations committee will change to meet these new requirements.

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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