

Public Reporting Complaints statistics

Committee Audit and Standards

Date of meeting 18 March 2016

Date of report 7 March 2016

Report by Assistant Chief Executive (Business Support)

1. Object of report

To provide the committee with the statistics for the third quarter (Q3) of 2015/16.

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, during the period concerned (Q3) SPT delivered over 3 million Subway journeys, 1.3 million passenger journeys on subsidised bus routes, 120,000 MyBus journeys, and over 3 million entry or exits made at SPT bus stations.

3. Outline of proposals

167 complaints were received in Q3 (of 2015/16), all of which (100%) were responded to within the prescribed timescale. Of this 167, 53 (32%) complaints did not concern SPT services and related to other transport delivery organisations e.g. bus operators and/or ScotRail.

The following table shows the areas of service delivery within SPT where complaints were received in Q3:

Service delivery area	No. of complaints received in Q3	No. of complaints responded to in prescribed timescale	%	No. of complaints received in Q2	No. of complaints received in Q1
Bus stations	8	8	100	8	13
MyBus	6	6	100	10	12
Network planning	37	37	100	25	43
Subway	47	47	100	36	40
ZoneCard	7	7	100	1	5
Other SPT services	9	9	100	11	13
Non SPT services	53	53	100	28	20
Total	167	167	100	119	146

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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 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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