



Public reporting complaints statistics 2018/19 – Quarter 1

Committee Audit and Standards

Date of meeting 14 September 2018 **Date of report** 4 September 2018

Report by Assistant Chief Executive

1. Object of report

To provide the committee with the statistics for the first quarter (Q1) of 2018/19.

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 Q1, SPT delivered more than 3 million Subway journeys, 1.3 million passenger journeys on subsidised bus routes, 120,000 MyBus journeys, and approximately 4 million entries/exits were made at SPT bus stations.

3. Outline of proposals

110 complaints were received in Q1, 100 of which (91%) were responded to within the prescribed timescale. Of this total, 25 (23%) complaints did not concern SPT services and related to other transport delivery organisations e.g. bus operators and ScotRail.

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

Table 1: Complaints by service delivery area in Q1

Service delivery area	No. of complaints received in Q1 2018/19	No. of complaints responded to in prescribed timescale	%	No. of complaints received in Q1 2017/18
Bus stations	8	8	100%	14
MyBus	7	6	86%	2
Network planning	28	26	93%	16
Subway	26	22	85%	23
ZoneCard	4	3	75%	4
Other SPT services	12	10	83%	9
Non SPT services	25	25	100%	32
Total	110	100	91%	100

Table 2 shows the communication method(s) used.

Table 2: Complaints by communication method in Q1

Service delivery area	Telephone	In writing	e-mail
Bus stations	Nil	Nil	8
MyBus	2	1	4
Network planning	2	Nil	26
Subway	Nil	Nil	26
ZoneCard	Nil	Nil	4
Other SPT services	Nil	2	10
Non SPT services	Nil	Nil	25
Total	4	3	103

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

Table 3: Complaints by reason in Q1

Service delivery area	Staff issue	Service provision	Service disruption	Other	Non SPT
Bus stations	2	Nil	Nil	6	Nil
MyBus	2	1	Nil	4	Nil
Network planning	Nil	20	Nil	8	Nil
Subway	4	Nil	1	21	Nil
ZoneCard	Nil	Nil	Nil	4	Nil
Other SPT services	Nil	Nil	Nil	12	Nil
Non SPT services	Nil	Nil	Nil	Nil	25
Total	8	21	1	55	25

All complaints are considered and investigated thoroughly. SPT will continue to monitor customer complaints, using the information to learn and improve service delivery.

Examples of complaints received in Q1

The following (examples of) complaints were received in Q1:

'Toilet facilities at BBS far end next to bus stance was closed' (Bus stations);

'Sunday booking issues' (MyBus);

'Pricing of tickets on the Isle of Arran' (Network planning);

'St. Enoch's escalator (Outer) not operating' (Subway);

'Bus shelter creating hazard at Dalgarven Mill museum junction' (other SPT services);

'Bus service provision Elderslie to Johnstone town centre' (non-SPT services).

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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