



Public reporting complaints statistics 2018/19 – Quarter 3

Committee Audit and Standards

Date of meeting 22 February 2019

Date of report 29 January 2019

Report by Assistant Chief Executive

1. Object of report

To provide the committee with the statistics for the third quarter (Q3) 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 Q3, 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. **Note:** Q3 includes periods where Met office weather warnings were issued.

3. Outline of proposals

252 complaints were received in Q3, 228 of which (90%) were responded to within the prescribed timescale. Of this total, 31 (12%) 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 Q3:

Table 1: Complaints by service delivery area in Q3

Service delivery area	No. of complaints received in Q3 2018/19	No. of complaints responded to in prescribed timescale	%	No. of complaints received in Q3 2017/18
Bus stations	21	17	81%	7
MyBus	9	7	78%	5
Network planning	90	88	98%	56
Subway	75	65	87%	27
ZoneCard	6	4	67%	Nil
Other SPT services	20	16	80%	14
Non SPT services	31	31	100%	45
Total	252	228	90%	154

Table 2 shows the communication method(s) used.

Table 2: Complaints by communication method in Q3

Service delivery area	Telephone	In writing	e-mail
Bus stations	4		17
MyBus		6	3
Network planning	13	3	74
Subway	8		67
ZoneCard			6
Other SPT services	2		18
Non SPT services			31
Total	27	9	216

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

Table 3: Complaints by reason in Q3

Service delivery area	Staff issue	Service provision	Service disruption	Other	Non SPT
Bus stations	7	9		5	
MyBus		9			
Network planning		76	4	10	
Subway	16	30	11	18	
ZoneCard		6			
Other SPT services	2	12		6	
Non SPT services					31
Total	25	142	15	39	31

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 Q3

The following (examples of) complaints were received in Q3:

'Noise at Buchanan bus station from painting white lines at night' (Bus stations);

'MyBus passenger qualifying enquiry' (MyBus);

'Proposed location of bus stop on my street' (Network planning);

'Ferry cancelled due to bad weather' (Network planning);

'Folding prams on Subway' (Subway);

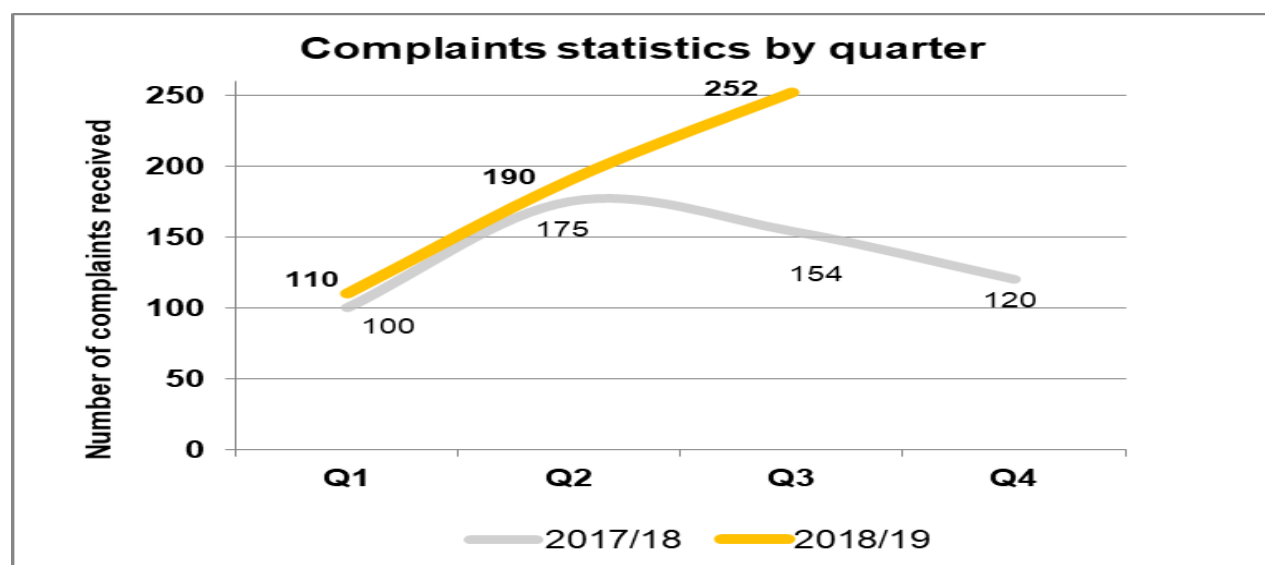
'ScotRail consistently cancel services in my zone, no compensation' (ZoneCard);

'SPT refuse to issue me with a bus pass' (other SPT services);

'Increase in bus ticket prices' (non SPT services).

Note: complaints by reason (other) include school transport service delays/bus provision.

Graph 1: Trend analysis



Graph 1 shows that 552 complaints have been received in the year to 5 January 2019, 488 of which (88%) were responded to within the prescribed timescales. By comparison, 429 complaints were received in the same period in 2017/18, all of which met the timescale.

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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