



Public reporting complaints statistics 2016/17 – Quarter 3

Committee Audit and Standards

Date of meeting 17 March 2017

Date of report 6 March 2017

Report by Assistant Chief Executive (Business Support)

1. Object of report

To provide the committee with the statistics for the third quarter (Q3) of 2016/17.

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.

3. Outline of proposals

136 complaints were received in Q3, all of which (100%) were responded to within the prescribed timescale. Of this total, 40 (29%) 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

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Service delivery area	No. of complaints received in Q3 2016/17	No. of complaints responded to in prescribed timescale	%	No. of complaints received in Q3 2015/16
Bus stations	6	6	100	8
MyBus	5	5	100	6
Network planning	34	34	100	37
Subway	37	37	100	47
ZoneCard	2	2	100	7
Other SPT services	12	12	100	9
Non SPT services	40	40	100	53
Total	136	136	100	167

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	Nil	Nil	6
MyBus	Nil	Nil	5
Network planning	5	1	28
Subway	1	1	35
ZoneCard	Nil	Nil	2
Other SPT services	Nil	Nil	12
Non SPT services	Nil	1	39
Total	6	3	127

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	0	1	0	5	0
MyBus	0	3	0	2	0
Network planning	1	31	1	1	0
Subway	6	2	10	19	0
ZoneCard	0	2	0	0	0
Other SPT services	0	6	0	6	0
Non SPT services	0	0	0	0	40
Total	7	45	11	33	40

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

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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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