



## Public Reporting Complaints Statistics

**Committee**      Audit and Standards

**Date of meeting**    17 June 2016

**Date of report**    6 June 2016

**Report by Assistant Chief Executive (Business Support)**

### 1. Object of report

To provide the committee with the statistics for the fourth quarter (Q4) 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 (Q4) 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

105 complaints were received in Q4 (of 2015/16), 99% of which were responded to within the prescribed timescale. Of this 105, 41 (39%) 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 Q4.

Service delivery area	No. of complaints received in Q4	No. of complaints responded to in prescribed timescale	%	No. of complaints received in Q3	No. of complaints received in Q2	No. of complaints received in Q1
Bus stations	3	3	100	8	8	13
MyBus	6	6	100	6	10	12
Network planning	17	17	100	37	25	43
Subway	34	33	97	47	36	40
ZoneCard	1	1	100	7	1	5
Other SPT services	3	3	100	9	11	13
Non SPT services	41	41	100	53	28	20
<b>Total</b>	<b>105</b>	<b>104</b>	<b>99</b>	<b>167</b>	<b>119</b>	<b>146</b>

In 2015/16, 537 complaints were received, 536 of which (99.8%) were responded to within the prescribed timescales. The comparative figures for 2014/15 were 659 complaints and 99.1% responded to within the prescribed timescales.

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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