



Public reporting complaints statistics

Committee Audit and Standards

Date of meeting 11 November 2016

Date of report 31 October 2016

Report by Assistant Chief Executive (Business Support)

1. Object of report

To provide the committee with the statistics for the second quarter (Q2) 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, the second quarter (1 July to 30 September 2016) covered the period of Subway suspension. SPT delivered more than one million Subway journeys, 1.5 million passenger journeys on subsidised bus routes, 120,000 MyBus journeys, and approximately four million entry or exits made at SPT bus stations.

3. Outline of proposals

164 complaints were received in Q2, all of which (100%) were responded to within the prescribed timescale. Of this total, 47 (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 Q2:

Table 1: Complaints by service delivery area in Q2

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Service delivery area	No. of complaints received in Q2 2016/17	No. of complaints responded to in prescribed timescale	%	No. of complaints received in Q2 2015/16
Bus stations	12	12	100	8
MyBus	8	8	100	10
Network planning	43	43	100	25
Subway	46	46	100	36
ZoneCard	Nil	Nil	100	1
Other SPT services	8	8	100	11
Non SPT services	47	47	100	28
Total	164	164	100	119

Table 2 shows how these complaints were received.

Table 2: Complaints by type

Service delivery area	Telephone	In writing	e-mail
Bus stations	Nil	1	11
MyBus	Nil	1	7
Network planning	6	Nil	37
Subway	1	Nil	45
ZoneCard	Nil	Nil	Nil
Other SPT services	Nil	Nil	8
Non SPT services	Nil	Nil	47
Total	7	2	155

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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