



Public reporting complaints statistics – Quarter 1 2021/2022

Committee Audit and Standards

Date of meeting 27 August 2021

Date of report 18 August 2021

Report by Acting Chief Executive

1. Object of report

To provide the committee with the complaints statistics for Quarter 1 of 2021/2022, noting that the detail was also presented to the Operations committee at its meeting of 20 August 2021.

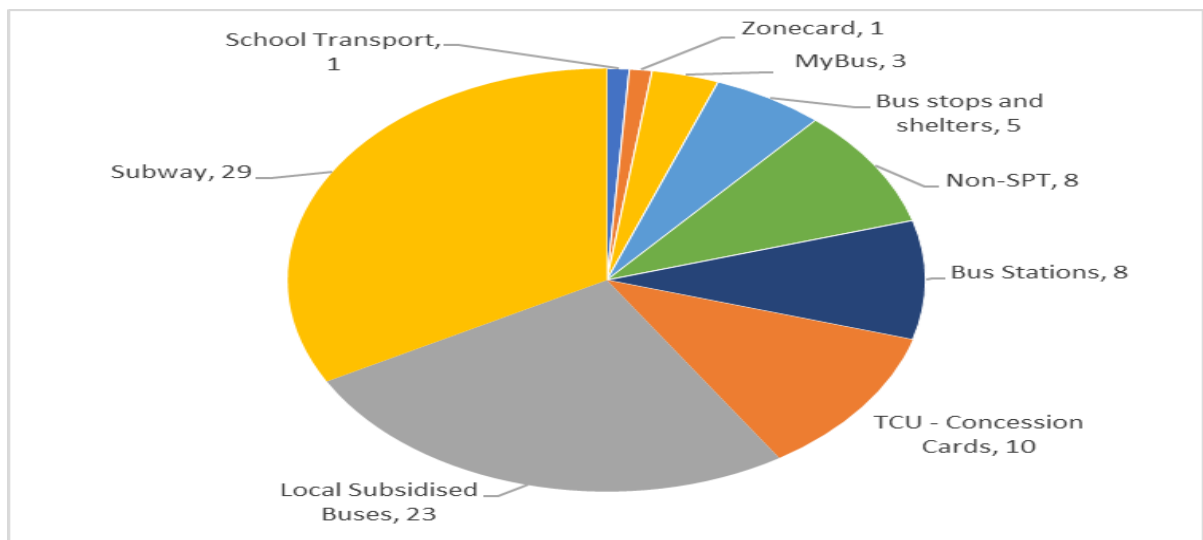
2. Background

SPT takes all complaints seriously and feedback is used in a constructive way to learn and better improve the services delivered.

3. Outline of proposals

Complaints received by SPT by four-week period

For Periods 1 to 4 (to 17 July 2021), there were 88 complaints received by SPT in the following categories outlined in the chart below. This figure compares to 50 complaints in the same four periods one year ago, and 162 complaints in the same four periods two years ago.



Whilst the total number of complaints is small, the most common categories related to Subway and Local Subsidised Bus services.

In Periods 1 to 4, there were more than 1.4 million Subway journeys with 29 complaints about Subway received (complaints received for 0.002% of journeys).

In Periods 1-4 there were more than 1.0 million subsidised bus journeys and 23 complaints about subsidised bus services were received (complaints received for 0.002% of journeys).

Complaints processed within prescribed time period, by four-week period

During Periods 1 to 4, 94% of complaints were responded to on time (5 out of 88 complaints not responded to on time). This percentage is slightly lower than for the previous year (96%).

The time required to respond to complaints can vary based on complexity and some complaints by their nature require more work and more time for a response to be provided.

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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For further information, please contact Neil Wylie, Director of Finance.