



**Public reporting complaints statistics 2019/20 – Periods 5 to 7**

**Committee**      Audit and Standards

**Date of meeting**    29 November 2019

**Date of report**    19 November 2019

**Report by Assistant Chief Executive**

**1. Object of report**

To provide the committee with the complaints statistics for periods five to seven of 2019/20, noting that the detail was also presented to the Operations committee at its meeting of 8 November 2019.

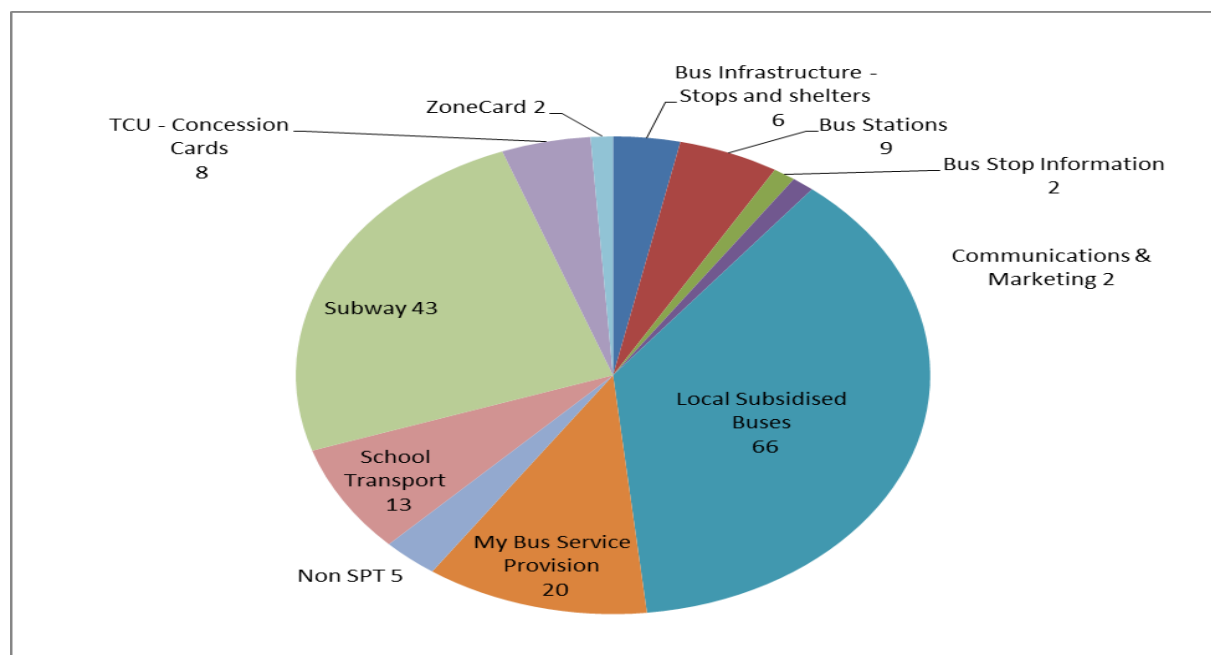
The full monitoring report can be found at:  
[http://www.spt.co.uk/documents/latest/Ops081119\\_Agenda4.pdf](http://www.spt.co.uk/documents/latest/Ops081119_Agenda4.pdf)

**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**

There were 176 complaints received during Periods 5, 6 and 7 of 2019/20. These were categorised as shown below:



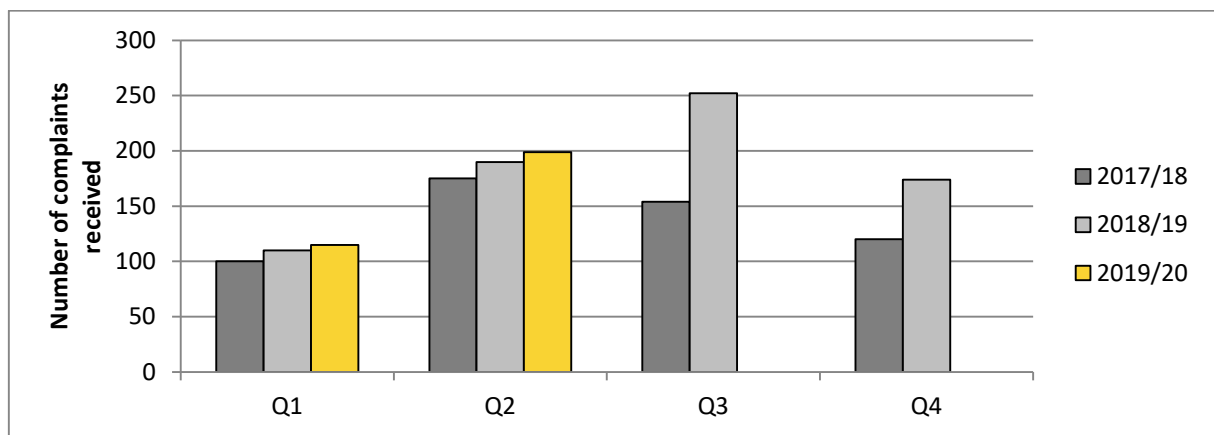
The categories with the most complaints are local subsidised bus and Subway services.

During Periods 5 to 7, total subsidised bus patronage was more than 1.37 million. There were complaints for 0.005% of subsidised bus journeys.

During Periods 5 to 7, total Subway patronage was more than 3 million. There were complaints for 0.001% of Subway journeys.

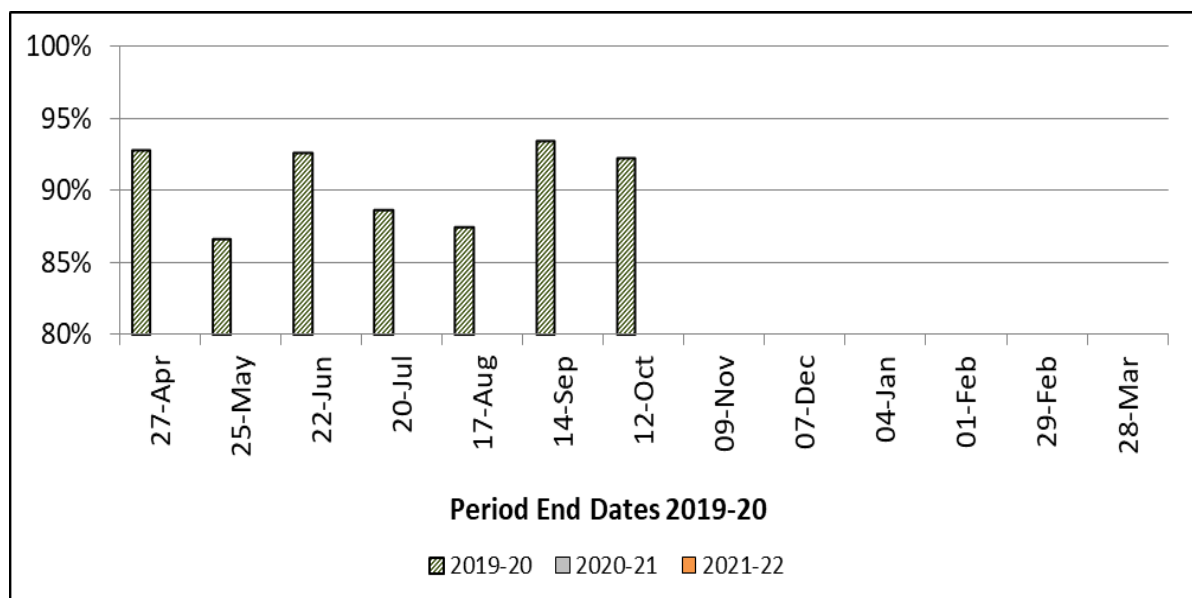
### 3.1 Complaints received by SPT by quarter

Historic complaints data is available on a quarterly basis.



In Q1 and Q2 the number of complaints received has been 4.7% higher in 2019/20 than in 2018/19.

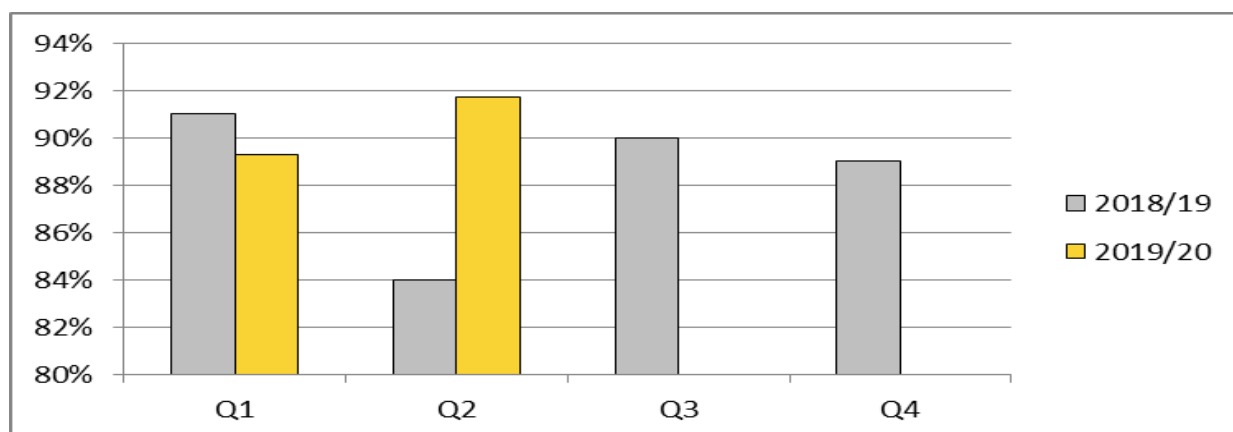
### 3.2 Complaints processed within prescribed time period, by four week period



Overall 91% of complaints were addressed within the prescribed time period in Periods 5 to 7 of 2019/20.

### 3.3 Complaints processed within prescribed time period, by quarter

Historic data is available on a quarterly basis.



In the second quarter of 2019/20, the percentage of complaints (92%) responded to in the prescribed time period was higher than in the same quarter of the previous year (84%).

#### 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>

**Name** Valerie Davidson  
**Title** **Assistant Chief Executive**

**Name** Gordon MacLennan  
**Title** **Chief Executive**

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