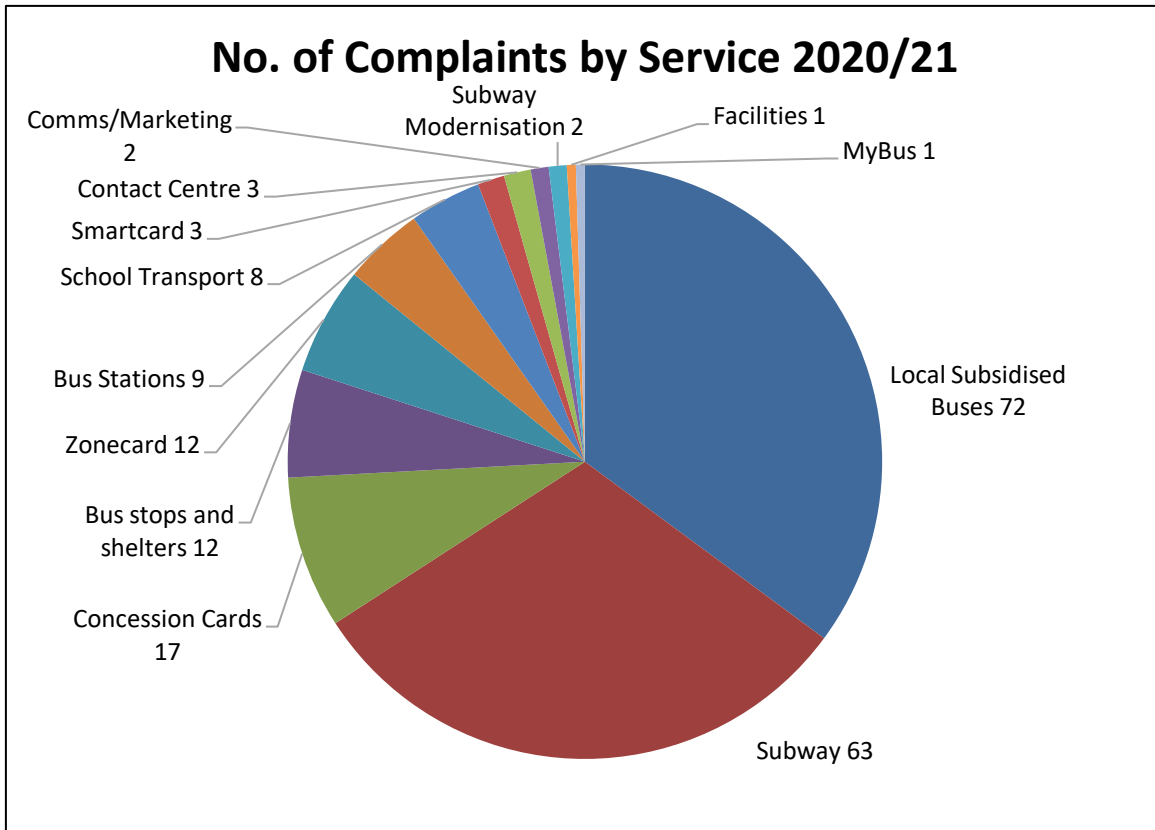


SPT COMPLAINTS DATA 1 APRIL 2020 - 31 MARCH 2021

As a public body, SPT adheres to the Scottish Public Services Ombudsman (SPSO) model complaints handling procedure. SPT publishes complaints data quarterly and annually in line with SPSO requirements. Complaints are reported quarterly to SPT's Operations Committee, minutes of which are on the SPT website.

The number of complaints during 2020/21 reflects reduced numbers of passengers using SPT's services during the pandemic.

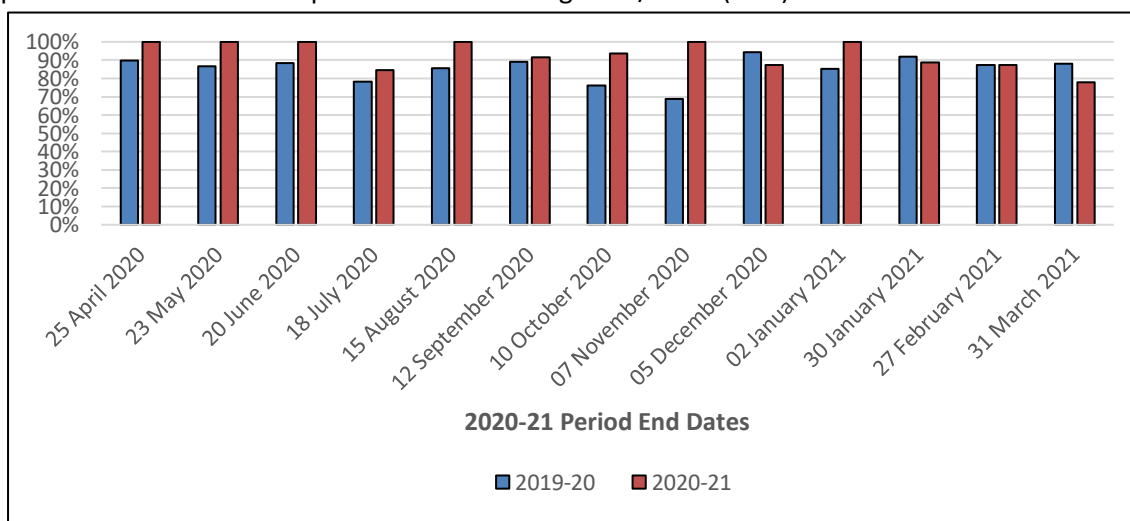


Complaints Processing On Time

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.

SPT processed 561 of 637 complaints on time during 2019/ 2020 (88%)

SPT processed 190 of 205 complaints on time during 2020/ 2021 (92%)



SPT resolved 627 complaints at Stage 1 and 10 at Stage 2 during 2019/ 2020.

There were no Stage 2 complaints during 2020/2021.