

Public reporting complaints statistics 2019/20 – Periods 8 to 10

Committee Audit and Standards

Date of meeting 14 February 2020

Date of report 24 January 2020

Report by Assistant Chief Executive

1. Object of report

To provide the committee with the complaints statistics for period(s) eight to ten of 2019/20, noting that the details (see Appendix 1) were presented to the Operations committee at its meeting of 24 January 2020.

2. Background

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

Note: Members will recall that the Audit and Standards committee at its meeting of 22 February 2019 considered a report with a series of recommendations relating to how and where a summary of complaints is reported to. Since this meeting, the administration process has changed and complaints statistics are included in the monitoring report on public transport services and facilities in the SPT area considered by the Operations committee.

3. Outline of proposals

There were 183 complaints received during period(s) eight, nine and ten of 2019/20.

The categories with the most complaints were Local Subsidised Bus and Subway.

For Periods 8 and 9, there were 881,558 Subsidised Bus passenger journeys and 60 complaints (complaints for 0.007% of journeys) were received.

For Periods 8, 9 and 10, there were 3.2 million Subway journeys and 62 complaints (complaints for 0.002% of Subway journeys) were received.

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**

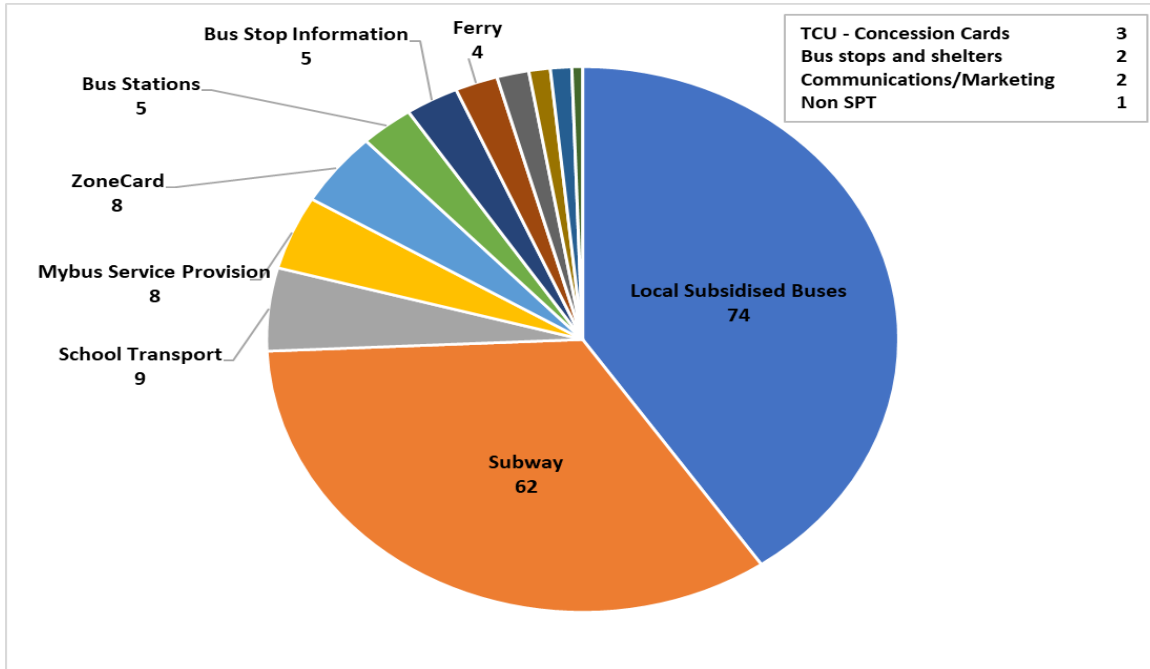
Name Gordon MacLennan
Title **Chief Executive**

For further information, please contact Valerie Davidson, Assistant Chief Executive, on telephone number 0141 333 3298.

Complaints statistics for period(s) 8, 9 and 10 of 2019/20

Complaints received by SPT by four-week period

There were 183 complaints received during period(s) 8, 9 and 10 of 2019/20. These were categorised as shown below:



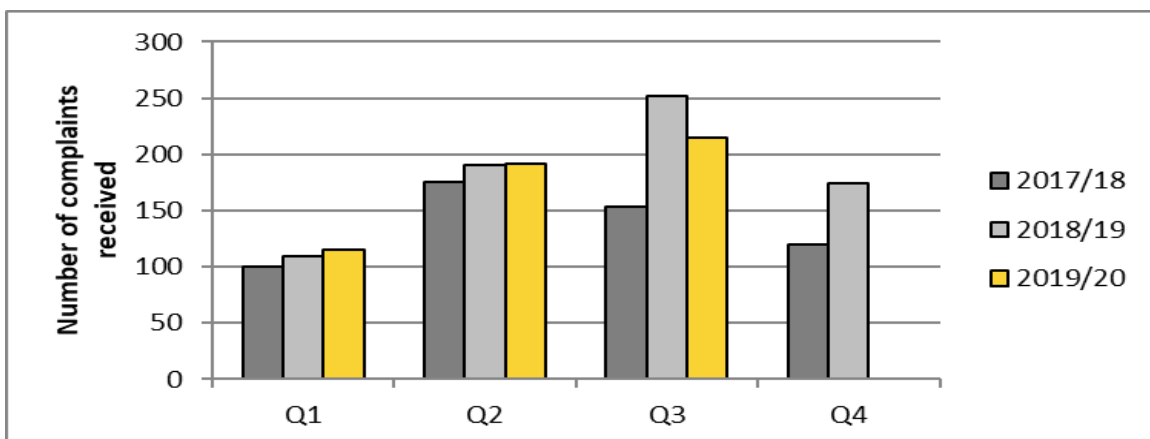
The categories with the most complaints were Local Subsidised Bus and Subway.

For periods 8, 9 and 10, there were 881,558 Subsidised Bus passenger journeys with 60 complaints (complaints for 0.007% of journeys) received.

For periods 8, 9 and 10, there were 3.2 million Subway journeys with 62 complaints (complaints for 0.002% of Subway journeys).

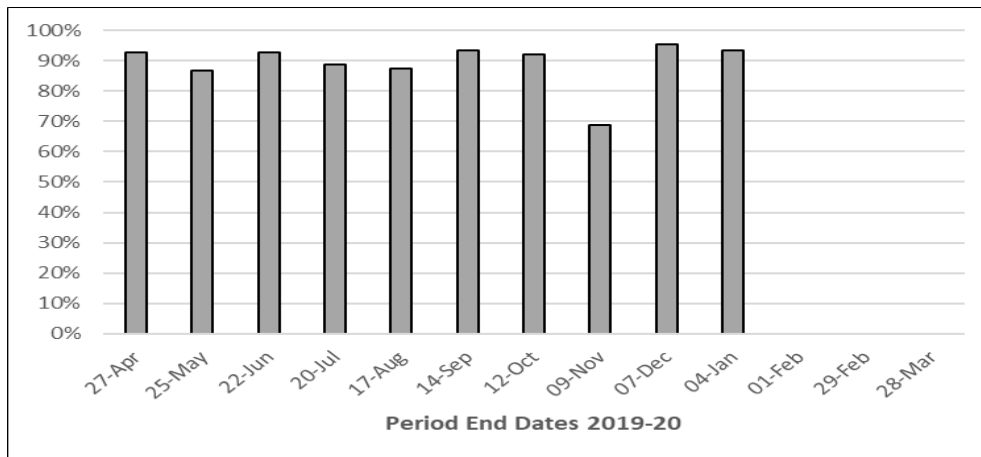
Complaints received by SPT by quarter

Historic complaints data is available on a quarterly basis.



In Q3 the number of complaints received was 15% lower than Q3 in 2018/19.

Complaints processed within prescribed time period, by four week period



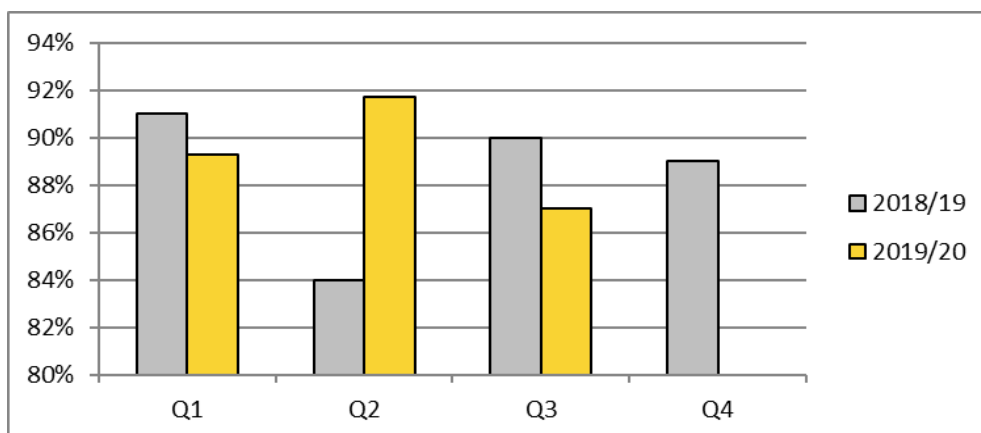
Overall, 87% of complaints were addressed within the prescribed timescales in periods 8, 9 and 10 of 2019/20.

The time required to respond to complaints can vary based on characteristic(s) and complexity, which require more work and more time for a response to be provided.

Out of the 183 complaints, 5 (3%) were classified as Stage 2, all of which were responded to within the prescribed 20 day timescale.

The main themes for complaints in periods 8, 9 and 10 were poor service provision (48%), mostly from operators' failure to deliver localised bus services and service disruption (10%), mostly from Subway services.

Complaints processed within prescribed time period, by quarter



In the third quarter of 2019/20, the percentage of complaints (87%) responded to in the prescribed time period was lower than in the same quarter of the previous year (90%).