



Public Reporting Complaints Statistics

Committee Audit and Standards

Date of meeting 13 November 2015 **Date of report** 2 November 2015

Report by Assistant Chief Executive (Business Support)

1. Object of report

To provide the committee with the statistics for the second quarter (Q2) of 2015/16.

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, during the period concerned (Q2) SPT delivered 3 million Subway journeys, 1.3 million passenger journeys on subsidised bus routes, 120,000 MyBus journeys, and over 3 million entry or exits made at SPT bus stations.

3. Outline of proposals

119 complaints were received in Q2 (of 2015/16), all of which (100%) were responded to within the prescribed timescale. Of this 119, 28 (24%) complaints did not concern SPT services and related to other transport delivery organisations e.g. bus operators and/or ScotRail.

The following table shows the areas of service delivery within SPT where complaints were received in Q2:

Service delivery area	No. of complaints received in Q2	No. of complaints responded to in prescribed timescale	%	No. of complaints received in Q1
Network planning	25	25	100	43
Subway	36	36	100	40
Bus stations	8	8	100	13
MyBus	10	10	100	12
Zonecards	1	1	100	5
Other services	11	11	100	13
Non-SPT	28	28	100	20
Total	119	119	100	146

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>

Name Valerie Davidson
Title **Assistant Chief Executive (Business Support)**

Name Gordon MacLennan
Title **Chief Executive**

Agenda 11

For further information, please contact Valerie Davidson, Assistant Chief Executive (Business Support) on telephone number 0141 333 3281.