



**Public reporting complaints statistics – Quarter 4 2020/2021**

**Committee**            Audit and Standards

**Date of meeting**    4 June 2021

**Date of report**     18 May 2021

**Report by Assistant Chief Executive**

**1. Object of report**

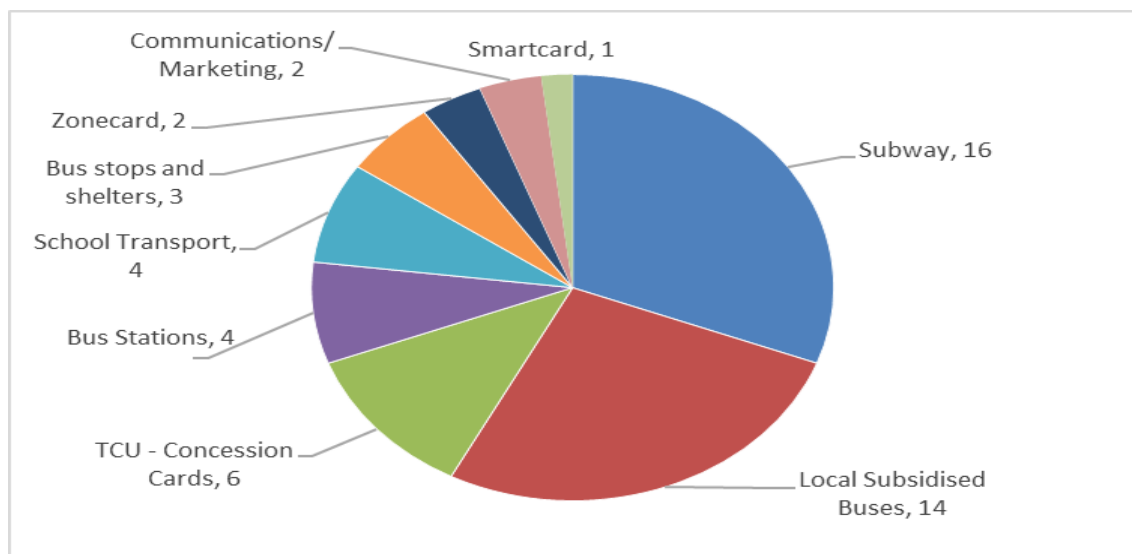
To provide the committee with the complaints statistics for Quarter 4 of 2020/2021, noting that the detail was also presented to the Operations committee at its meeting of 30 April 2021.

**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**

For Periods 11, 12 and 13 of 2021 (to the end of March 2021), there were 52 complaints received by SPT in the following categories:



The total number of complaints is small relative to the volume of customer interfaces, with the most common categories related to Subway and Local Subsidised Bus services.

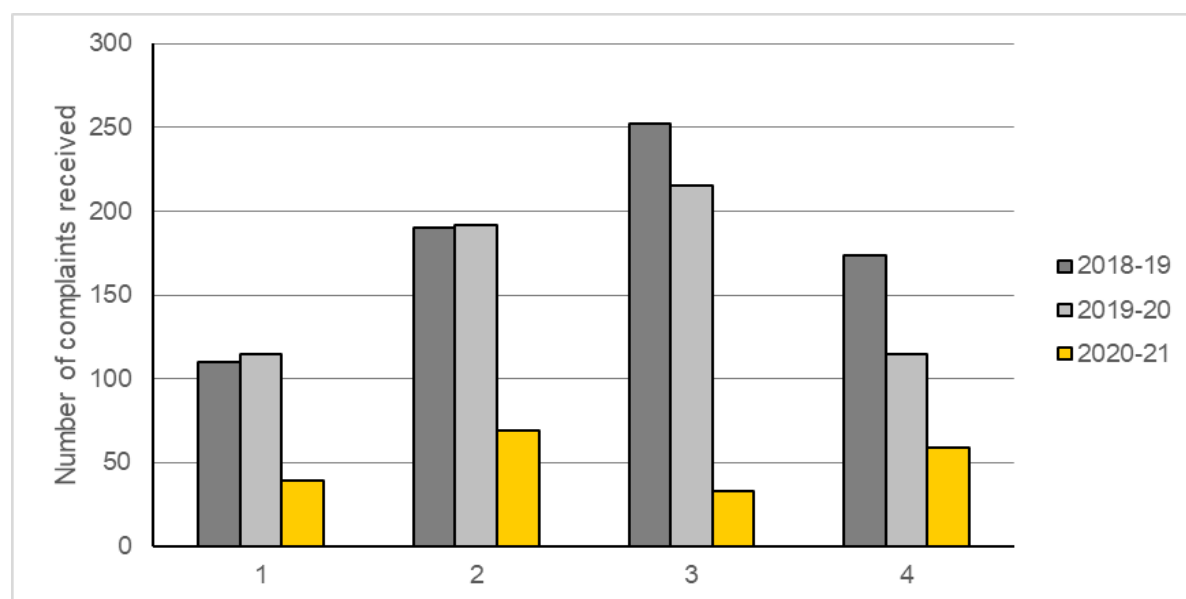
In Periods 11, 12 and 13 there were 473,519 Subway journeys and 16 complaints about Subway were received (equivalent of 0.003% of journeys). The nature of these complaints included closure of Subway stations due to external crowding during a period of public disorder.

In Periods 11, 12 and 13 there were 455,062 subsidised bus journeys and 14 related complaints received (equivalent of 0.003% of journeys).

Two complaints related to social distancing and no complaints this period related to the non-wearing of face masks (a reduction from earlier periods in the year). The remainder related to buses not operating to timetable, short notice changes to bus services and buses not stopping at stops.

#### Complaints received by SPT by quarter

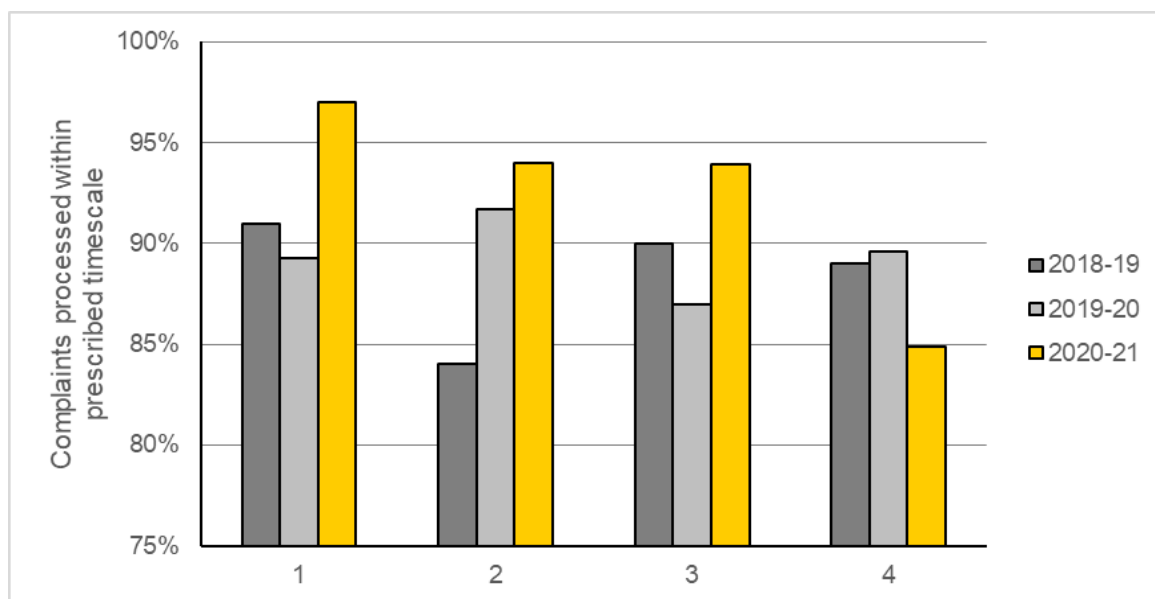
Historic complaints data is available on a quarterly basis over the financial year.



Throughout 2020/2021, fewer complaints were received than in previous years although this is likely to be consequence of the reduced transport activity during the period of the pandemic.

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.

During Periods 11 to 13, 85% of complaints were responded to on time (8 out of 52 complaints not responded to on time). This percentage is lower than previous year (89%).



No Stage 2 complaint(s) were received in Q4 of 2020/2021.

#### 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 MacIannan  
**Title** **Chief Executive**

For further information, please contact Valerie Davidson, Assistant Chief Executive.