



Public reporting complaints statistics 2017/18 – Quarter 3

Committee Audit and Standards

Date of meeting 9 February 2018

Date of report 26 January 2018

Report by Assistant Chief Executive (Business Support)

1. Object of report

To provide the committee with the statistics for the third quarter (Q3) of 2017/18.

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, in Q3, SPT delivered more than 3 million Subway journeys, 1.3 million passenger journeys on subsidised bus routes, 120,000 MyBus journeys, and approximately 4 million entries/exits were made at SPT bus stations.

3. Outline of proposals

154 complaints were received in Q3, all of which (100%) were responded to within the prescribed timescale. Of this total, 45 (29%) complaints did not concern SPT services and related to other transport delivery organisations e.g. bus operators and ScotRail.

Table 1 shows the main areas of service delivery where complaints were received in Q3:

Table 1: Complaints by service delivery area in Q3

Service delivery area	No. of complaints received in Q3 2017/18	No. of complaints responded to in prescribed timescale	%	No. of complaints received in Q3 2016/17
Bus stations	7	7	100	6
MyBus	5	5	100	5
Network planning	56	56	100	34
Subway	27	27	100	37
ZoneCard	Nil	Nil	100	2
Other SPT services	14	14	100	12
Non SPT services	45	45	100	40
Total	154	154	100	136

Table 2 shows the communication method(s) used.

Table 2: Complaints by communication method in Q3

Service delivery area	Telephone	In writing	e-mail
Bus stations	Nil	Nil	7
MyBus	Nil	1	4
Network planning	10	2	44
Subway	1	Nil	26
ZoneCard	Nil	Nil	Nil
Other SPT services	Nil	Nil	14
Non SPT services	Nil	Nil	45
Total	11	3	140

Table 3 shows the main reason(s) for complaint(s).

Table 3: Complaints by reason in Q3

Service delivery area	Staff issue	Service provision	Service disruption	Other	Non SPT
Bus stations	2	Nil	Nil	5	Nil
MyBus	Nil	Nil	5	Nil	Nil
Network planning	Nil	41	10	5	Nil
Subway	5	Nil	4	18	Nil
ZoneCard	Nil	Nil	Nil	Nil	Nil
Other SPT services	Nil	9	Nil	5	Nil
Non SPT services	Nil	Nil	Nil	Nil	45
Total	7	50	19	33	45

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 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>

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