



Public reporting complaints statistics – Quarter 1 2020/2021

Committee Audit and Standards

Date of meeting 28 August 2020

Date of report 18 August 2020

Report by Assistant Chief Executive

1. Object of report

To provide the committee with the complaints statistics for Quarter 1 of 2020/2021, noting that the detail was also presented to the Operations committee at its meeting of 21 August 2020.

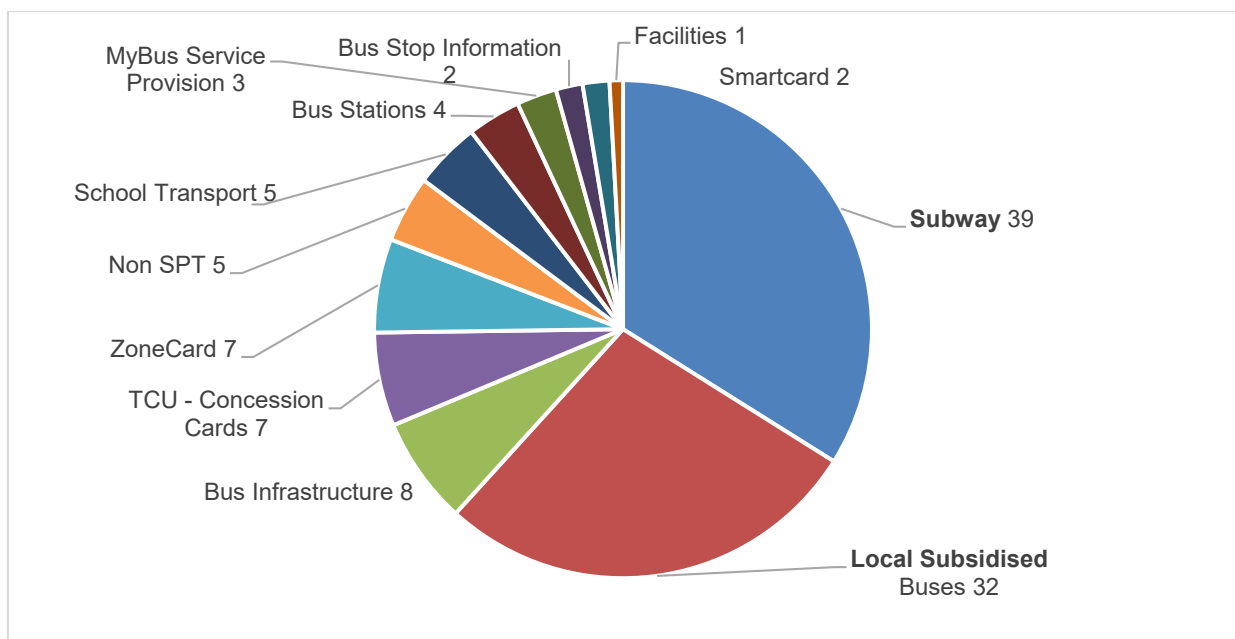
2. Background

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

Complaints received by SPT by (4-weekly) period in Q4 of 2019/2020

There were 115 complaints received during Periods 11, 12 and 13 of 2019/2020. These are categorised in the following chart:



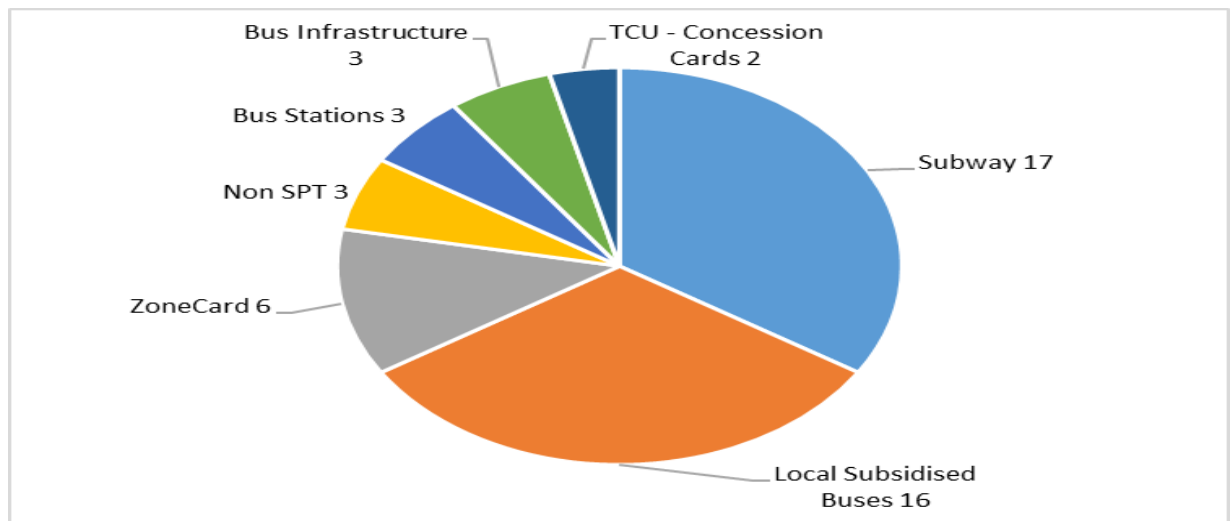
The most common categories for complaints were Subway and Local Subsidised Buses.

There were 39 Subway complaints for 2.79 million journeys (complaints for 0.001% of journeys).

There were 32 Subsidised Bus complaints for 1.19 million journeys (complaints for 0.003% of journeys).

Complaints received by SPT by (4-weekly) period in Q1 of 2020/2021

There were 50 complaints received during Quarter 1 of 2020/2021. These are categorised in the following chart:



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

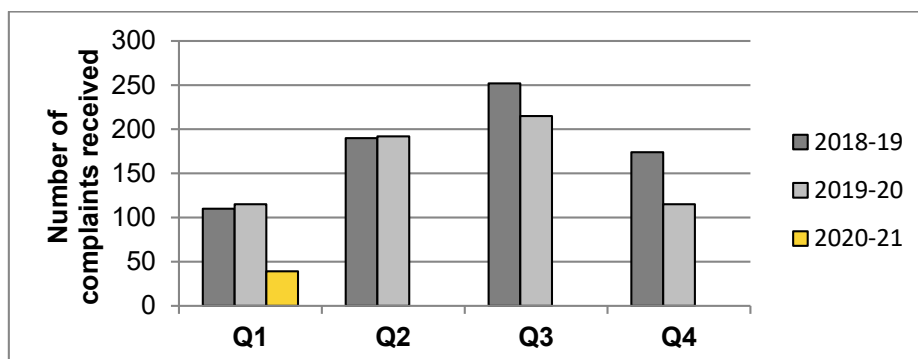
There were 17 Subway complaints for 0.26 million journeys (complaints for 0.007% of journeys).

During Periods 1 to 3, there were 13 Subsidised bus complaints for 0.40million journeys (complaints for 0.003% of journeys). Journey count for Period 4 is not available yet.

There were some new types of complaints that arose during the post-lockdown period – for example four complaints in Period 4 related in some way to face coverings on bus or Subway.

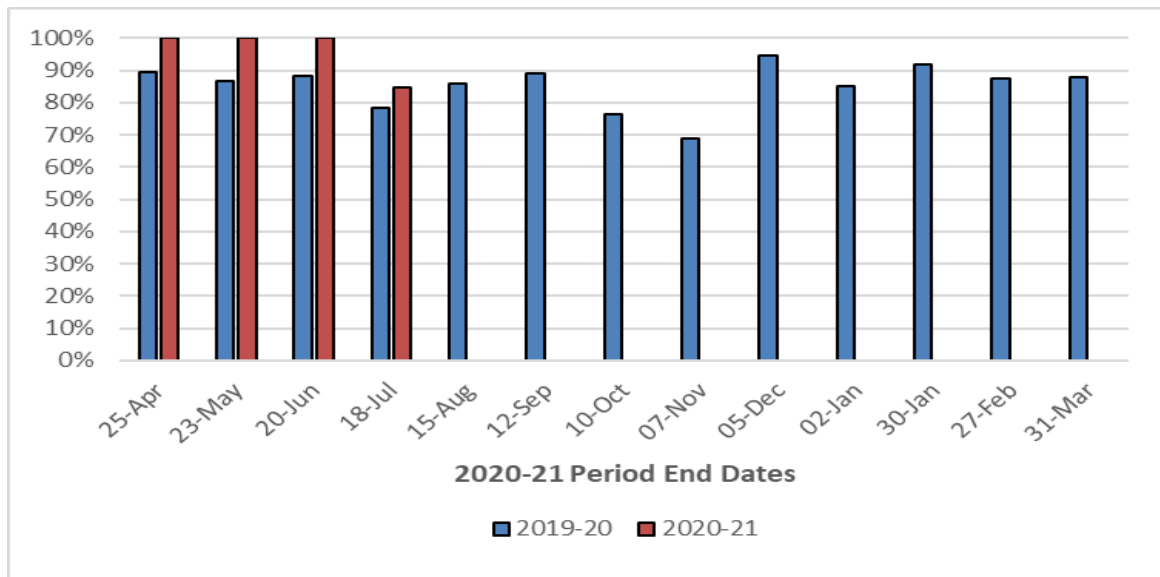
Complaints received by SPT by quarter

Historic complaints data is available on a quarterly basis.



For 2019/2020 Q4 and 2020/2021 Q1, the numbers of complaints received were lower than for previous years. There was reduced public transport activity due to the lockdown.

Complaints processed within prescribed time period, by four-week period

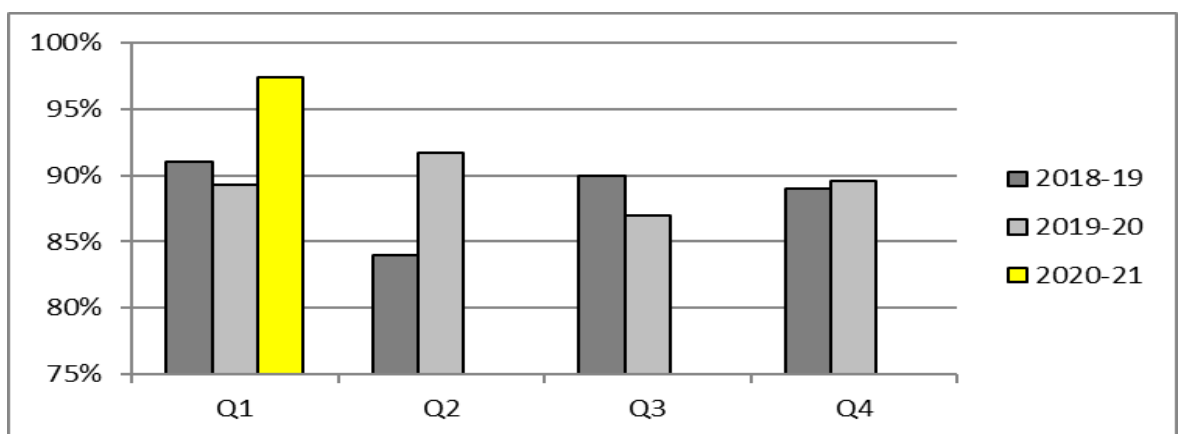


For Periods 11 to 13 of 2019/2020, an average of 89% of complaints, were responded to in the prescribed timescale.

For Periods 1 to 4 of 2020/2021, an average of 96% of complaints, were responded to in the prescribed timescale, with 100% in Periods 1, 2 and 3. This was delivered in the context of many staff adapting to working from home from the end of Period 13.

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.

Complaints processed within prescribed time period, by quarter



In the fourth quarter of 2019/2020, the percentage of complaints (90%) responded to in the prescribed time period was slightly higher than in the same quarter of the previous year (89%).

In the first quarter of 2020/2021, 97% of complaints were responded to in the prescribed timescale, higher than in the previous two years.

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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Title	Assistant Chief Executive	Title	Chief Executive

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