



Public reporting complaints statistics – Quarter 2 2020/2021

Committee Audit and Standards

Date of meeting 27 November 2020

Date of report 6 November 2020

Report by Assistant Chief Executive

1. Object of report

To provide the committee with the complaints statistics for Quarter 2 of 2020/2021, noting that the detail was also presented to the Operations committee at its meeting of 6 November 2020.

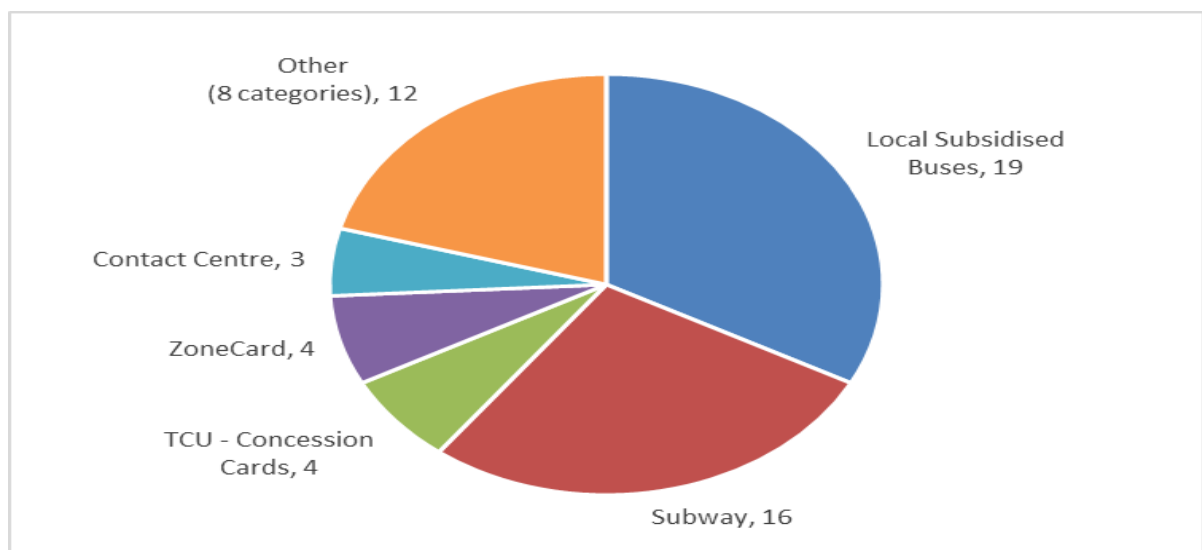
2. Background

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 Q2 of 2020/2021

There were 58 complaints received by SPT in Periods 5, 6 and 7 of 2020/2021 (the twelve weeks ending 10 October 2020). These complaints were categorised as shown below:



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

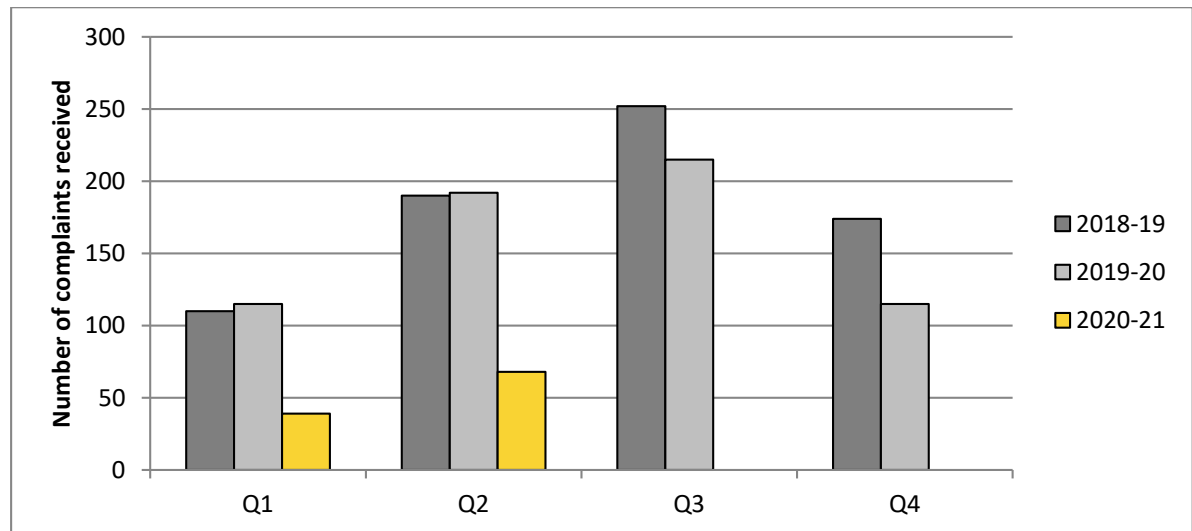
Five complaints related in some way to the wearing of face coverings on Subway (including complaints about other passengers not wearing face coverings).

One complaint related to social distancing on Subway.

One complaint related to social distancing on a Local Subsidised Bus.

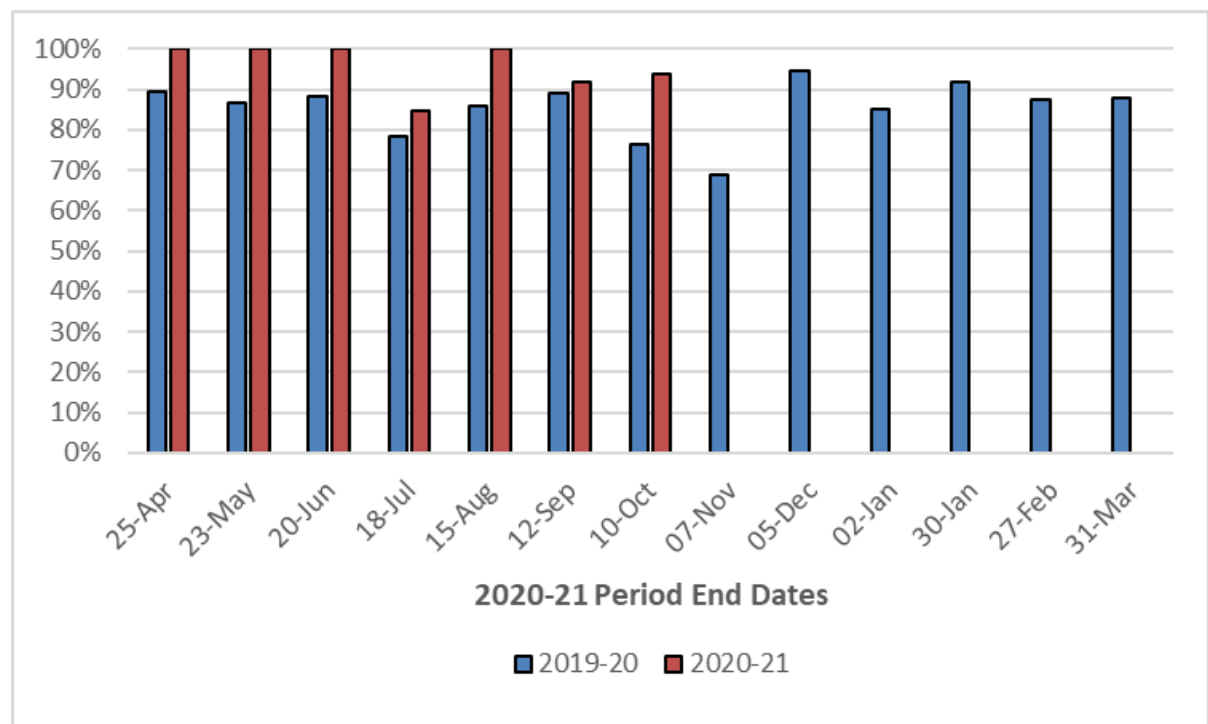
Complaints received by SPT by quarter

Historic complaints data is available on a quarterly basis.



In 2020/2021, to date, fewer complaints have been received than in the previous year. It is likely that this is related to the reduction in transport activity due to lockdown.

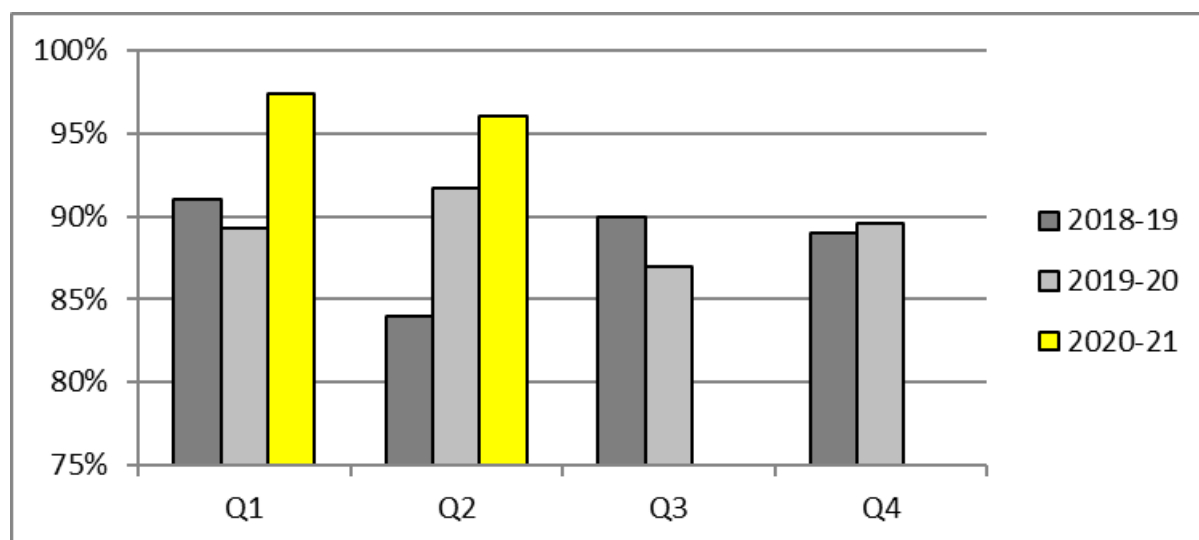
Complaints processed within prescribed time period, by four-week period



During periods 5 to 7, 55 out of 58 complaints (95%) were responded to within the prescribed time period.

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 second quarter of 2020/2021, 96% 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>

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.