



Public reporting complaints statistics 2018/19 – Quarter 4

Committee Audit and Standards

Date of meeting 7 June 2019

Date of report 8 April 2019

Report by Assistant Chief Executive

1. Object of report

To provide the committee with the statistics for the last quarter (Q4) of 2018/19.

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 Q4, SPT delivered more than 3 million Subway journeys, 1.3 million passenger journeys on subsidised bus routes, 120,000 MyBus journeys, and over 4 million entries/exits were made at SPT managed bus stations.

The Audit and Standards committee has previously considered a series of recommendations relating to how and where a summary of complaints is reported to. This includes an overview being included in the monitoring report on public transport services and facilities in the SPT area considered by the Operations committee.

This report concludes the reporting for the 2018/19 year in the same format. Reporting changes are effective from April 2019.

3. Outline of proposals

174 complaints were received in Q4, 154 of which (89%) were responded to within the prescribed timescale. Of this total, 16 (9%) 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 Q4:

Table 1: Complaints by service delivery area in Q4

Service delivery area	No. of complaints received in Q4 2018/19	No. of complaints responded to in prescribed timescale	%	No. of complaints received in Q4 2017/18
Bus stations	12	10	83%	5
MyBus	7	6	86%	4
Network planning	69	67	97%	53
Subway	46	35	76%	20
ZoneCard	13	9	69%	6
Other SPT services	11	11	100%	7
Non SPT services	16	16	100%	25
Total	174	154	89%	120

Table 2 shows the communication method(s) used.

Table 2: Complaints by communication method in Q4

Service delivery area	Telephone	In writing	e-mail
Bus stations	1		11
MyBus	1	1	5
Network planning	4		65
Subway	3		43
ZoneCard	1		12
Other SPT services			11
Non SPT services			16
Total	10	1	163

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

Table 3: Complaints by reason in Q4

Service delivery area	Staff issue	Service provision	Service disruption	Other	Non SPT
Bus stations	8	1		3	
MyBus		7			
Network planning		64		5	
Subway	11	14	12	9	
ZoneCard		12		1	
Other SPT services		6		5	
Non SPT services					16
Total	19	104	12	23	16

All complaints are considered and investigated thoroughly. SPT will continue to monitor customer complaints, using the information to learn and improve service delivery.

Examples of complaints received in Q4

The following (examples of) complaints were received in Q4:

'Security staff at Buchanan bus station' (Bus stations);

'Bus not allowed to collect me from my door' (MyBus);

'Arran bus stop timetables not being updated timeously' (Network planning);

'Noise from drilling at Cessnock station' (Subway);

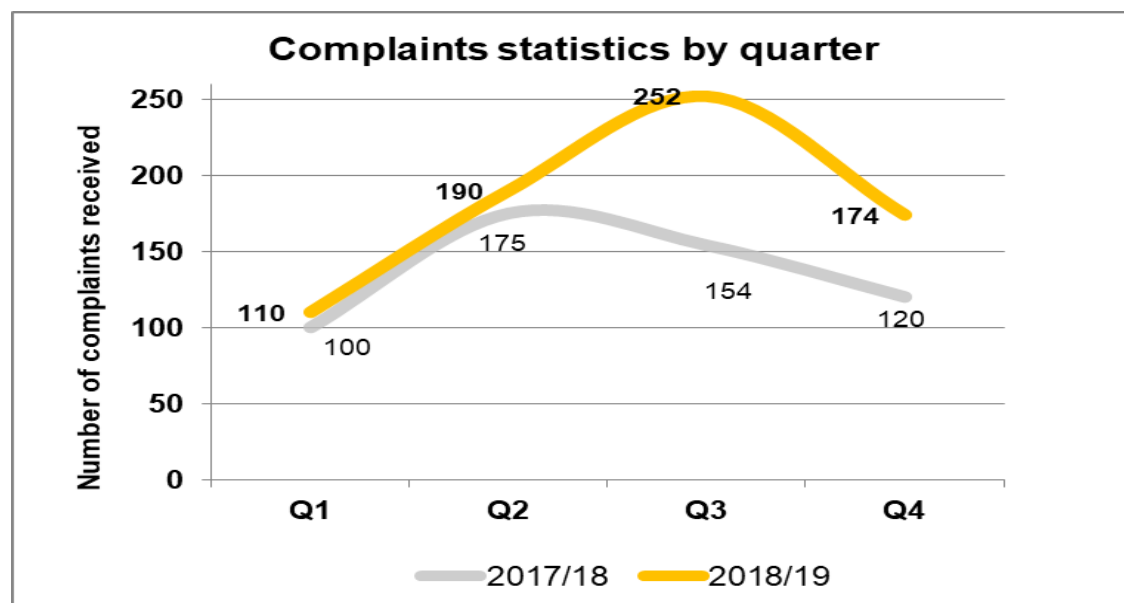
'ZoneCard compatibility with ScotRail barriers' (ZoneCard);

'Kilwinning train station car park' (other SPT services);

'Bus drove on without stopping' (non SPT services).

Note: complaints by reason (other) include school transport service delays/bus provision.

Graph 1: Trend analysis



Graph 1 shows that 726 complaints have been received in 2018/19, 642 of which (88%) were responded to within the prescribed timescales. By comparison, 549 complaints were received in 2017/18, all of which (100%) met the prescribed timescales.

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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