



Public reporting complaints statistics 2016/17

Committee Audit and Standards

Date of meeting 15 September 2017

Date of report 20 April 2017

Report by Assistant Chief Executive (Business Support)

1. Object of report

To provide the committee with the statistics for the fourth quarter (Q4) of 2016/17.

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 approximately 4 million entries/exits were made at SPT bus stations.

3. Outline of proposals

88 complaints were received in Q4, all of which (100%) were responded to within the prescribed timescale. Of this total, 28 (32%) 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 2016/17	No. of complaints responded to in prescribed timescale	%	No. of complaints received in Q4 2015/16
Bus stations	4	4	100	3
MyBus	4	4	100	6
Network planning	19	19	100	17
Subway	29	29	100	34
ZoneCard	Nil	Nil	100	1
Other SPT services	4	4	100	3
Non SPT services	28	28	100	41
Total	88	88	100	105

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	Nil	Nil	4
MyBus	Nil	Nil	4
Network planning	7	Nil	12
Subway	Nil	1	28
ZoneCard	Nil	Nil	Nil
Other SPT services	Nil	Nil	4
Non SPT services	Nil	Nil	28
Total	7	1	80

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	3	0	0	1	0
MyBus	0	4	0	0	0
Network planning	0	19	0	0	0
Subway	8	0	1	20	0
ZoneCard	0	0	0	0	0
Other SPT services	0	2	0	2	0
Non SPT services	0	0	0	0	28
Total	11	25	1	23	28

In 2016/17, 487 complaints were received, all of which (100%) were responded to within the prescribed timescales. The comparative figures for 2015/16 were 537 complaints with 99.8% responded to within the prescribed timescales.

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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