

Your Comments Count *Report*



We welcome our customer's views and comments on all aspects of our service. You are the best people to tell us how well we are doing or if you have experienced a problem and what we can do to improve our service.

This report provides a detailed breakdown of the number of customer comments for each of our service areas received during July-September 2013.

Glasgow City Council publish reports via their internet webpage at:
<http://www.glasgow.gov.uk/councillorsandcommittees/>

Comments received by type during 2013/14

Compliment	752	31%
Complaint	740	30%
Suggestion & Enquiry	902	37%
Comments without a tone assigned	46	2%
Total	2,440	

The 2,440 comments were received as a result of 4,292,560 visits.

In line with the Scottish Public Services Ombudsman Glasgow Life has a two stage complaints process:

Stage 1 – is called Frontline Resolution

- We aim to resolve your complaint and respond to you within 5 working days or sooner if possible.
- Where your complaint cannot be resolved within 5 working days, it will be transferred over to the investigation stage.

Stage 2 – is called Investigation Stage

When using stage 2 we will:

- Give you a full response to the complaint as soon as possible and no longer than 20 working days.
- Acknowledgement receipt of your complaint within 3 working days.
- If required we will discuss your complaint with you to understand why you remain dissatisfied and what outcome you are looking for.
- If our investigation will take longer than 20 working days, we will tell you and keep you updated on progress.

Below are the number of customer complaints received and actioned within Glasgow Life's agreed response times.

Complaints recorded as resolved

Stage 1 Frontline Resolution policy is to respond within five working days.

	Within Policy	Outside Policy	Total	% not meeting our policy requirement
Glasgow Events	19	52	71	73%
No service assigned	4	2	6	33%
Glasgow Libraries	72	19	91	21%
Glasgow Life Corporate	4	1	5	20%
Glasgow Music	4	1	5	20%
Glasgow Communities	18	4	22	18%
Glasgow Sport	336	41	377	11%
Glasgow Museums	67	5	72	7%
Glasgow Arts	1	-	1	-
Grand Total	*525	125	650	19%
% breakdown	81%	19%		

*includes 15 customer agreed extensions

In this quarter the average number of days to respond to Stage 1 Frontline Resolution complaint was 4 working days.

We also use social media to engage and interact with our customers. Below are some of our social media statistics.

Social Media statistics			
	Number of Profiles	Number of Interactions	Number of Unique Users
Corporate*	4	6,975	5,706
Museums	15	76,530	20,696
Arts	11	16,294	8,339
Libraries	4	1,345	1,034
Music	11	56,951	30,844
Sport	22	36,533	23,254
Young	3	5,523	4,781
Total	70	200,151	94,654

* including Glasgow Loves Christmas