

Learning for Complaints - Year 2014 - 2015

The total number of visits to our facilities in this period was 17,951,955.

Compliments: 3,370

Complaints: 3,000

Suggestions: 596

Enquiries: 236

Unspecified: 63

Total: 7,265

Our performance response times for 2014/15:

Stage One within: 2,256

Stage One outwith: 775

Stage Two within: 62

Stage Two outwith: 11

Total: 3,104

Overall % within Policy

Stage One within: 75%

Stage Two within: 85%

Stage Two outwith: 75%

After we have fully investigated a Stage Two complaint a third external stage is available if you are still dissatisfied. A Stage Three investigation is carried out by the SPSO ¹.

In 2014/15, four complaints regarding Glasgow Life were referred to the SPSO of which none were upheld.

Improvements Made Last Year

Every year Glasgow Life implement a series of changes as a result of feedback from our customers. Here are some examples of service improvements we made last year.

Glasgow Libraries - Knightswood

"Could you please change Tuesday's Bounce and Rhyme class to a Wednesday" - Following consultation with the group, this session has been changed.

Glasgow Cultural Venues - Partick Burgh Hall

"Room very cold" - Staff now have access to manually override heating settings to accommodate individual events.

Glasgow Museums - Riverside

"I am deaf and I am unable to follow films unless they have subtitles" - All videos with an audio content now have subtitles.

Glasgow Events - Glasgow Loves Christmas Light Switch On Tickets

"Approximately 250 complaints were received regarding ticket balloting" - Customer research was undertaken to gain opinion on the ballot process and the general consensus was to remain with the existing process.

Categories of Complaints

From complaints received in 2014/15, the following represents a sample of our top categories:

Glasgow Sport - Total 2,633

Customer Satisfaction - Customer Experience/Programmes/Equipment/Maintenance - 921

Programming - 354

Glasgow Events - Total 637

Events - Ticket Allocation/Customer Experience/Parking - 234

Customer Satisfaction - 224

Glasgow Libraries and Communities - Total 484

Customer Satisfaction - Customer Experience/Programmes/Equipment/Maintenance - 161

ICT - 75

Glasgow Museums and Collections - Total 284

Exhibitions - 47

Catering and Vending - 46

Glasgow Arts, Music and Cultural Venues - Total 228

Performance - 32

BMI Issues - 27