

Learning form Complaints Year 2015 - 2016

The total number of visits to our facilities in this period was 17,538,402.

Compliments: 3,859

Complaints: 2,173

Suggestions: 585

Enquiries: 204

Unspecified: 515

Total: 7,337

Our performance response times for 2015/16:

Stage One within: 1,850

Stage One outwith: 498

Stage Two within: 67

Stage Two outwith: 3

Total: 2,418

Overall % within Policy

Stage One within: 79%

Stage Two within: 96%

Stage Two outwith: 79%

*Subject to audit

Our performance response times for 2014/15:

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.

In 2015/16 five 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 Club Gorbals

"Accessible parking bays being misused" - These bays were repainted and appropriate signage was installed. In addition, car park security staff are also in place.

Glasgow Music and Cultural Venues - Woodside Hall

"No signage at Glenfarg Street entrance" - New signage is now in place identifying each entrance.

Glasgow Museums - St. Mungo Museum of Religious Life and Art

"Poor lighting leading to customer toilets" - Lighting have been repaired and stair nosing being reviewed.

Categories of Complaints

From complaints received in 2015/16, the following represents a sample of our top categories:

Glasgow Sport - Total 1,181

Customer Satisfaction - Customer Experience/Programmes/Equipment/Maintenance - 432

Cleanliness - 218

Glasgow Events - Total 141

Events - Ticket Allocation/Customer Experience/Environment - 133

Customer Satisfaction - 13

Glasgow Libraries and Communities - Total 350

Customer Satisfaction - Customer Experience/Stock/Equipment - 137

ICT - 50

Glasgow Museums and Collections - Total 248

Exhibitions - 55

Catering and Vending - 34

Glasgow Arts, Music and Cultural Venues - Total 186

Ticket Selling - 39

Events - 27