

Learning from our customers - 2020 to 2021

Glasgow Life welcomes your views and comments on any aspect of our service. Our customers help us to understand what we do well and where we need to improve. Your views and experiences are important to us.

Glasgow Life aims to provide excellent customer service across all of our venues and services.

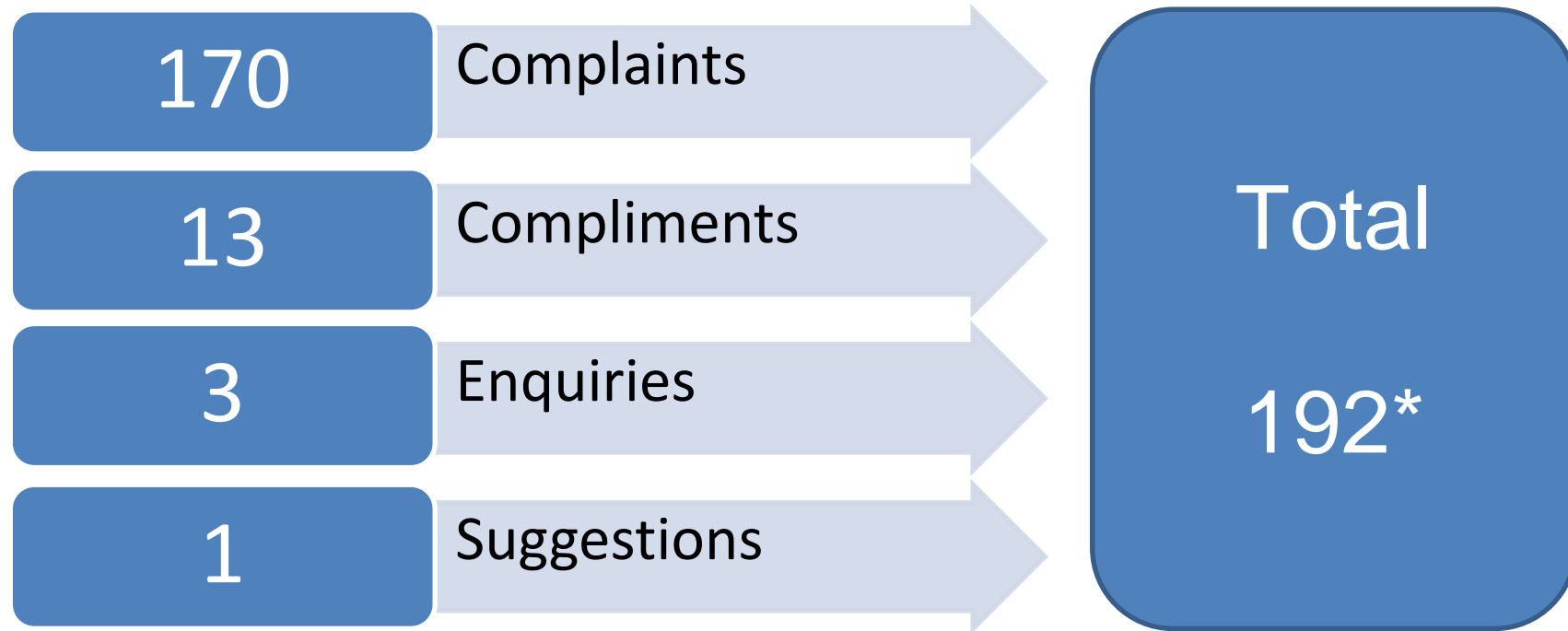
Due to Covid19 government restrictions Glasgow Life staff's access to customer comments and complaints was very limited during this period.

These are some of the issues you highlighted:



Comments Performance Feedback

The total number of visits to our facilities in 2020/21 was 1,202,393 million.



- * 5 comments were unspecified.

This year's complaint total is lower than 2019/20 by 92%.

Making Improvements

Due to the temporary closure of venues because of Covid19 the opportunity was taken to carry out essential internal repair in various venues.

Complaints - Performance information on complaints handling.

The complaints process is governed by the Scottish Public Service Ombudsman. Click here <http://www.spsso.org.uk/>

Glasgow Life has a two stage complaints process. Stage One is called Frontline Resolution. At this stage we aim to resolve your complaint within 5 working days or sooner if possible. If it is not possible or your complaint is complex it will be escalated to Stage Two for investigation.

Stage Two is called the Investigation Stage. When using the Investigation Stage we will acknowledge receipt of your complaint within three working days and provide a full response as soon as possible but no longer than 20 working days. On occasion it may be necessary to extend the timescales after consultation and agreement with you.

The table below outlines our performance against Glasgow Life's two stage complaints process.

	Stage One within	Stage One outwith	Stage Two within	Stage Two outwith	Total
2020/21*	104	52	4	10	170
Overall % within Policy 20/21	67%	33%	29%	71%	*64%
Overall % within Policy 19/20	90%	-	64%	-	90%

*** Due to Covid19 government restrictions Glasgow Life staff's access to customer complaints was very limited during this period.**

After we have fully investigated a Stage Two complaint a third external stage is available if customers are still dissatisfied. A Stage Three investigation is carried out by the Scottish Public Services Ombudsman (SPSO).

In 2020/21 two complaints regarding Glasgow Life were referred to the Scottish Public Services Ombudsman (SPSO) of which one was upheld.

Categories of complaint – From complaints received in 2020/21 the following graphic represents our top categories.



Glasgow Sport - Total 195

Opening Times and Closure Times - 49

Bookings - 18



Glasgow Events - Total 0



Glasgow Libraries & Communities - Total 31

Venue Appearance and Maintenance - 5

Opening Times and Closure Times - 4



Glasgow Museums & Collections - Total 18

Staff Attitude - 5

Bookings - 2



Glasgow Arts, Glasgow Music & Cultural Venues - Total 5

Events - 2

Seating - 1

Freedom of Information (FOIs)

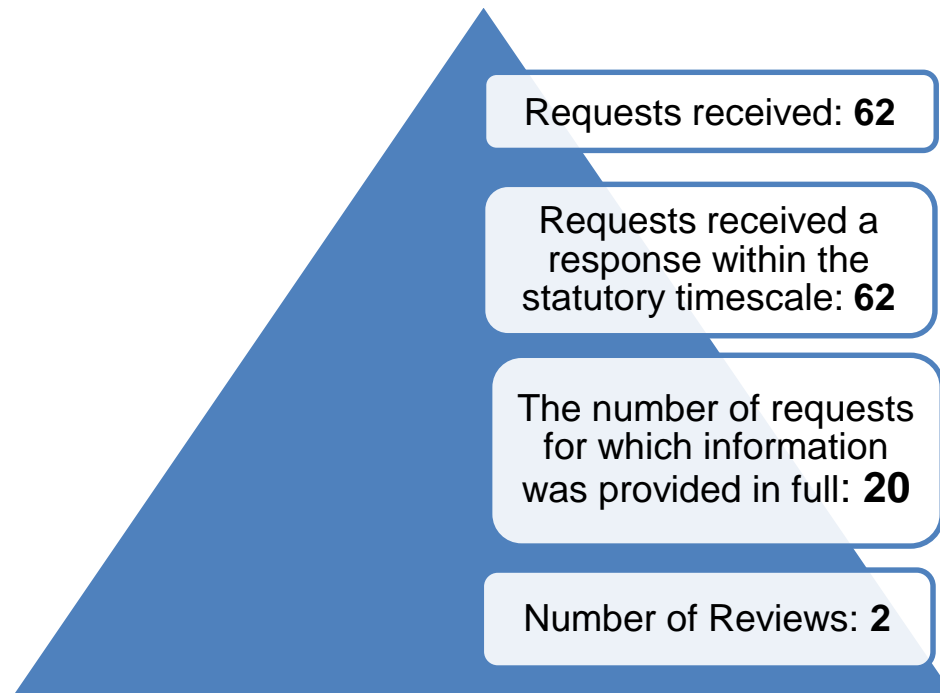
The Freedom of Information Act 2000 is an Act of Parliament of the United Kingdom that creates a public "right of access" to information held by public authorities.

What does FOI mean for Glasgow Life?

The Freedom of Information (Scotland) Act (FOISA) came into force in January 2005 and aims to increase openness and accountability by ensuring people can access information held by Scottish public bodies – including Glasgow Life.

For further information please visit here <https://stats.itspublicknowledge.info/>

FOI Performance April 2020 to March 2021



Mystery Visits and Key Service Standards – Performance

The Mystery Visitor Programme provides evidence on how well we deliver services to our customers. Mystery Visitors are volunteers who live in or visit the city and carry out spot checks in Glasgow Life Venues on our behalf. They are provided with pre-determined checklists to complete following their visit. The checklist focuses on customer service issues and provides an overall score for the venue. This evidence is used to continually improve the quality of service we deliver.

No Mystery Visits or Internal Assessments were conducted due to Covid19 and lockdown.