

Learning from our customers - 2021 to 2022

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.

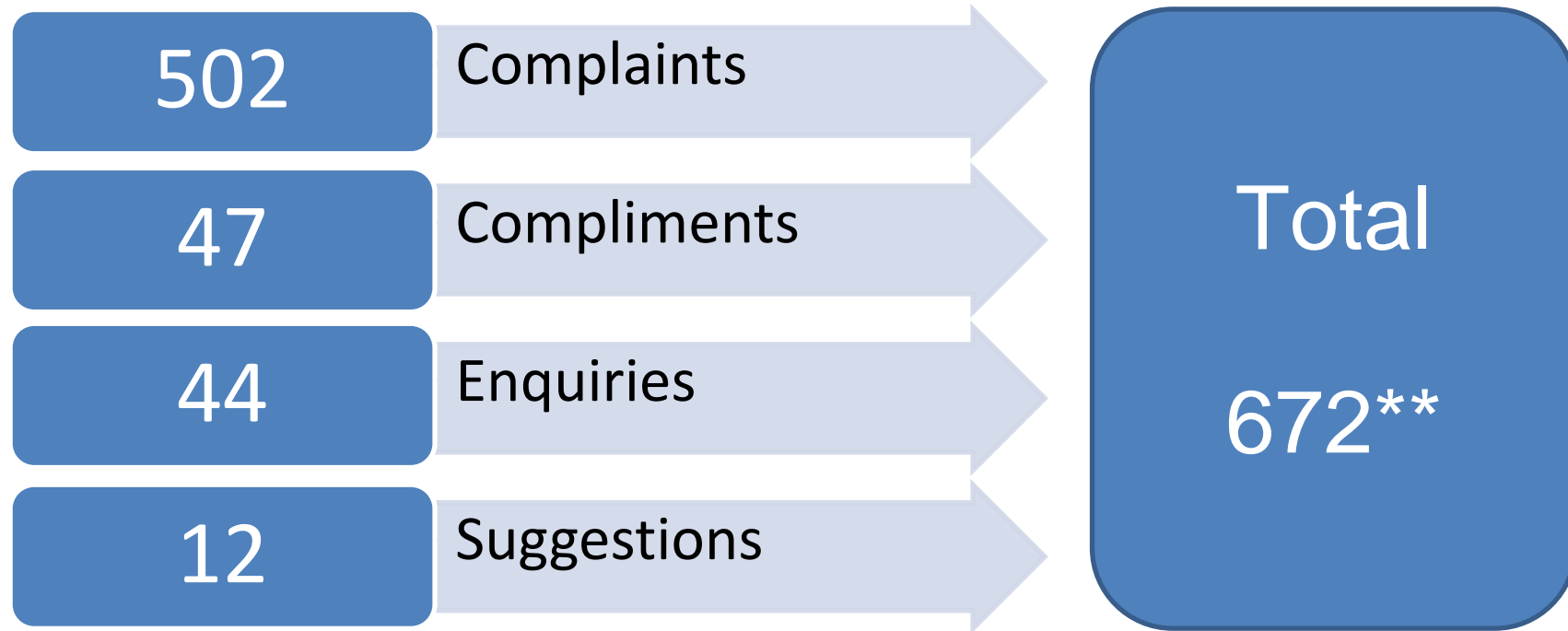
Glasgow Life aims to provide excellent customer service across all of our venues and services.

These are some of the issues you highlighted:



Comments Performance Feedback

The total number of visits to our facilities in 2021/22 was almost 6 million*.



- * this includes attendances at festivals and events

- ** 67 unspecified.

Making Improvements

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 Museums & Collections - GOMA

"Toilets were dirty"

**We informed our cleaning team, to ensure
toilets are regularly checked and cleaned**

GC Kelvin Hall

**"gym was closed for re-furbishment when I
turned up"**

**gym has now re-opened and customers will be
advised of future re-furbishments in advance**

GC Easterhouse Pool

"I could not just turn up and swim "

**Due to Covid restrictions a booking system was
introduced - as restrictions ease this will return to
normal**

**Glasgow Arts and Glasgow Music-
Glasgow Royal Concert Hall -
"online telephone booking difficult"**

Assistant Venue Manager has discussed the issue with the event organiser and they are planning to highlight the telephone booking line clearer at next years event (and make it clearer on promotional material)

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
2021/22	387	82	28	5	502
Overall % within Policy 21/22	83%	-	85%	-	83%
Overall % within Policy 20/21	67%	33%	29%	71%	*64%

* 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 2021/22 one complaint regarding Glasgow Life were referred to the Scottish Public Services Ombudsman (SPSO) of which was closed at our early resolution stage under the code 'discretion – good complaint handling'.

Categories of complaint – From complaints received in 2021/22 the following graphic represents our top categories



Glasgow Sport - Total 280

Booking - 51
Staff Attitude - 27



Glasgow Events - Total 150

Events - Environment - 52
Bookings - 45



Glasgow Libraries & Communities - Total 78

Customer Satisfaction - 12
Venue Appearance and Maintenance - 8



Glasgow Museums & Collections - Total 38

Policy - 5
Staff Attitude - 5



Glasgow Arts, Glasgow Music & Cultural Venues - Total 173

Ticket selling - 19
Health and safety - 15

Freedom of Information (FOIs)

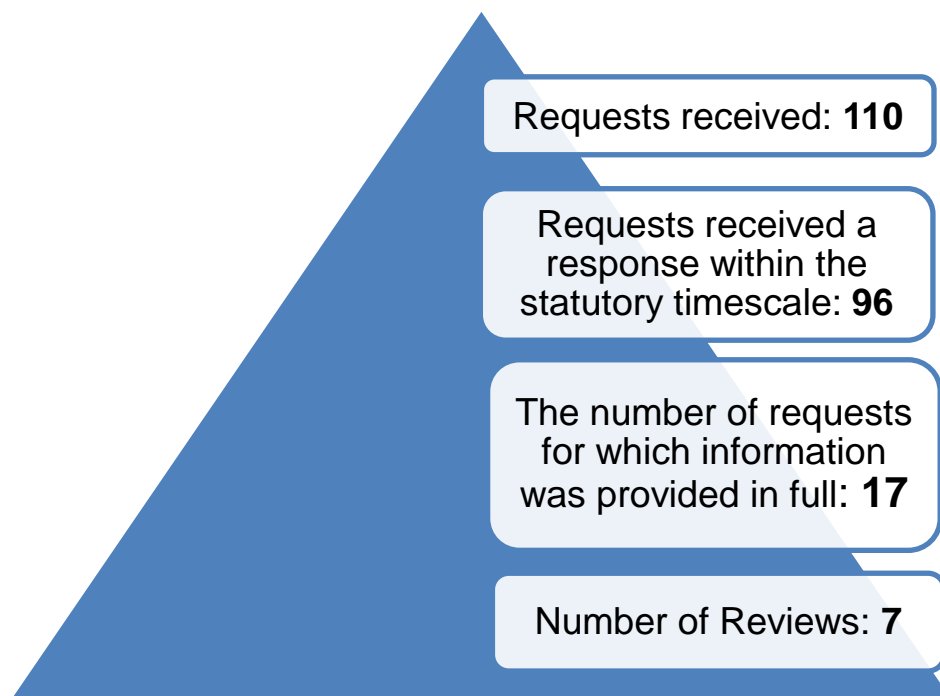
The Freedom of Information Act 2000 is an Act of Parliament of the United Kingdom that creates a public "right of access" to information held by public authorities.

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 2021 to March 2022



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 during this period due to Covid19 and lockdown.