

## **Learning from our customers – April 2024 to March 2025**

Glasgow Life welcomes your comments. Your views about your experience with us is very important. It helps us to understand what we do well and where we may need to improve. It also helps to guide and inform any changes we might make to our services.

At Glasgow Life we aim to provide excellent customer service at all of our facilities and events.

Last year we received 2,039 comments from our customers. These are some of the issues you raised with us:

**Staff Attitude**

**Venue Appearance**

**Parking**

**Health and Safety**

**I.T.**

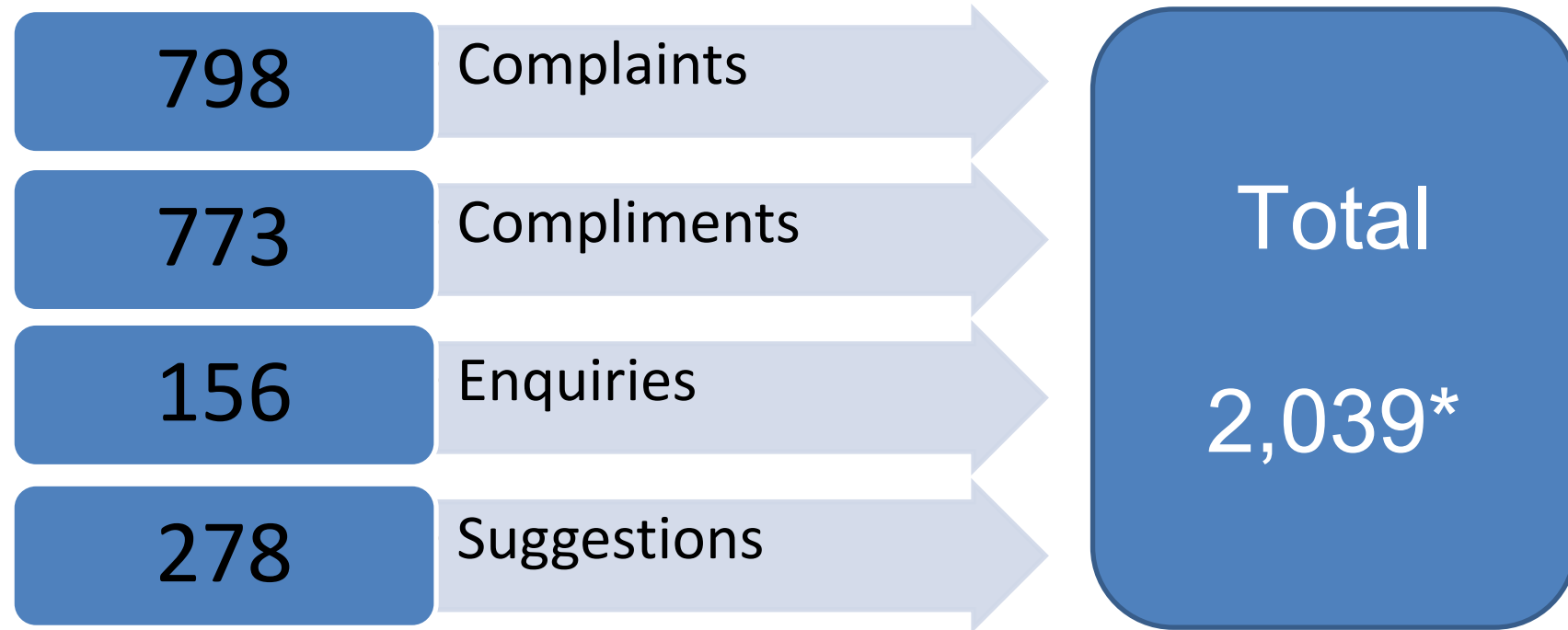
**Customer Behaviour**

**Events**

**Satisfaction**

## Comments Performance Feedback

The total number of visits to our facilities and events in 2024/25 was almost 14.8 Million.



\* 34 unspecified comments.

## Making Improvements

Every year we implement a series of changes as a result of feedback from our customers and staff. Here are some examples of improvements we have made over the last year:

### **Sport -**

#### Scotstoun – Pickleball Court Markings

"the sports hall floor at Scotstoun had unclear markings"

£40,000 of investment to reline the courts, ensuring they meet the appropriate standards for the activity.

#### Kids Football Camps – Booking Process

"the booking process for Kids Football Camps was confusing and difficult to navigate".

We created a dedicated webpage with deep links that take users directly to specific classes. This made the process simpler. We have replicated this approach for

Tennis camp bookings

**Arts, Music and Cultural Venues -  
Glasgow Royal Concert Hall**

*"Customer who uses a wheelchair, met with the manager and provided her feedback"*

The manager then made changes to the accessible platform area and adjustments to the customer journey. Customer returned and was pleased with the new operational practice.

**Libraries -**

**Langside Library**

*"the temporary closure resulted in a lack of Book bug provision"*

- we introduced an extra session at Couper to accommodate Langside customers.

**Elder Park Library**

*"the accessibility entrance has heavy doors that create a barrier"*

We added catches to the walls to ensure the doors are opened by staff daily and have improved the access.

## Complaints - Performance information on complaints handling.

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

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.

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

The table below outlines our performance from 1 April 2024 to 31 March 2025.

	Stage One within	Stage One outwith	Stage Two within	Stage Two outwith	Total
2024/2025	653	87	45	13	798
Overall % within Policy 2024/2025	88%	12%	78%	22%	88%
Overall % within Policy 2023/2024	87%	13%	69%	31%	85%

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 2024/25, one complaint regarding Glasgow Life was referred to the SPSO, however it was closed at the early resolution stage, not upheld by SPSO categorised as "Good Complaint Handling".

Categories of complaint – From complaints received in 2024/2025 the following graphic represents our top categories\*



### **Sport - Total 476**

Health and Safety - 48

Staff Attitude - 47



### **Events - Total 43**

Events - Environment - 20

Ticket Selling - 6



### **Libraries & Communities - Total 213**

Information Technology - 50

Staff Attitude - 17



### **Museums & Collections - Total 174**

Parking - 33

Exhibitions - 27



### **Arts, Music & Cultural Venues - Total 206**

Performances - 30

Events - 24

\*Some complaints highlight more than one issue therefore are recorded under multiple categories.

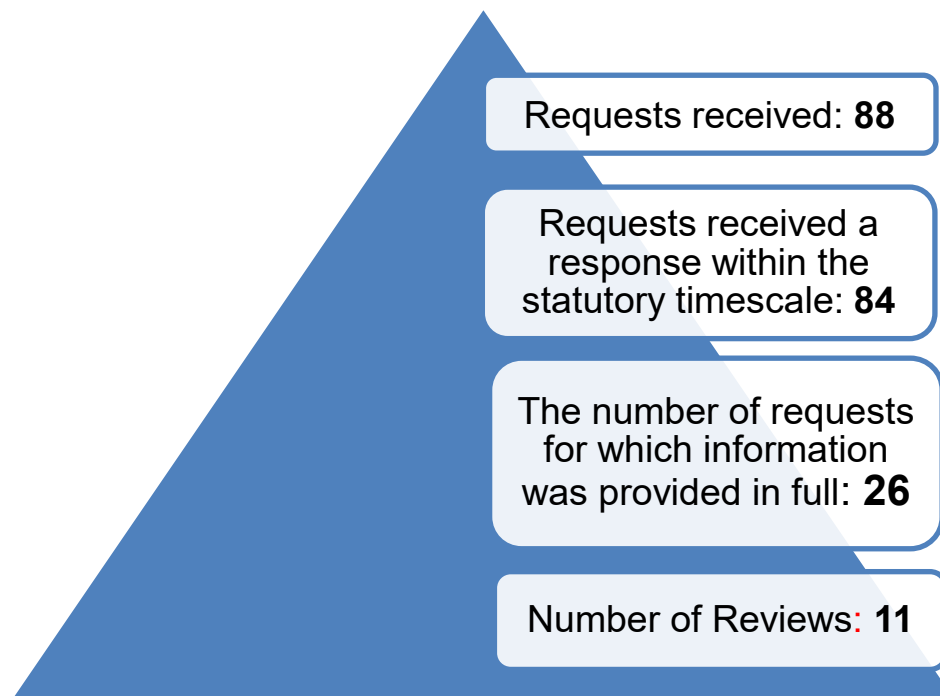
## Freedom of Information

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

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 from 1 April 2024 to 31 March 2025



## Mystery Visits and Key Service Standards – Performance

Glasgow Life's Mystery Visitor Programme assesses how well we deliver services to our customers. Mystery Visitors are volunteers who live in or visit the city and carry out spot checks at Glasgow Life facilities on our behalf. They are provided with pre-determined checklists to complete following their visit. The checklist focuses on all aspects of customer service which results in an overall score for the facility or event. This information is used to continually improve the quality of our customer service.

1 April 2024 to 31 March 2025	Sport %	Museums %	Libraries %	Communities %	Arts, Music, Cultural Venues %
Average Score	84	83	88	78	85

The average Mystery Visit score during 2024-25 was 84%



## Glasgow Life Key Service Standards – Performance

We regularly review our performance to ensure we are delivering the very best customer service.  
We measure our performance against our service standards.

The table below represents our performance against each of our **key** service standards from 1 April 2024 to 31 March 2025.

Service Standard	Sport %	Museums %	Libraries %	Communities %	Arts, Music, Cultural Venues %
Offer a welcoming safe, clean and accessible environment	No data available	Achieved*	Achieved	Achieved	Achieved
Be recognisable by our badge or uniform	No data available	Achieved*	Achieved	Achieved	Achieved
Be professional and courteous	No data available	Achieved*	Achieved	Achieved	Achieved
Provide clearly worded, accessible and accurate information.	No data available	Achieved*	Achieved	Achieved	Achieved
Respect our customers' confidentiality	No data available	Achieved*	Achieved	Achieved	Achieved
Provide information about our services on request in a range of formats including large print, audio and community languages	No data available	Achieved*	Achieved	Achieved	Achieved
In 95% of cases when you have an appointment with us we will meet you within 5 minutes of the your appointment time	No data available	Achieved*	Achieved	Achieved	Achieved
Take and pass on your contact details if we can't reach the person you are looking for.	No data available	Achieved*	Achieved	Achieved	Achieved
When you contact us we will respond to 95% of: phone calls within 15 seconds during opening hours. If you phone us out of hours you will be able to leave a voicemail message	No data available	Achieved*	Achieved	Achieved	Achieved

<b>Service Standard</b>	<b>Sport %</b>	<b>Museums %</b>	<b>Libraries %</b>	<b>Communities %</b>	<b>Arts, Music, Cultural Venues %</b>
When you contact us we will respond to 95% of: voicemails, phone messages and social media enquiries within one working day.	No data available	Achieved*	Achieved	Achieved	Achieved
When you contact us we will respond to 95% of: emails within 3 working days	No data available	No data available	Achieved	Achieved	Achieved
When you contact us we will respond to 95% of: letters within 5 working days	No data available	No data available	Achieved	Achieved	Achieved
When you contact us we will respond to 95% of: Social Media direct messaging within 24 hours	No data available	Achieved*	Achieved	Achieved	Achieved
We will contact our customers to acknowledge their enquiry if we are unable to provide a full response within these timescales.**	Achieved**	Achieved**	Achieved**	Achieved**	Achieved**

Notes:

Data based on Satisfaction Survey.

\* Data with a limited data set.

\*\* Data based on 1 day average first response time to social media