



## Complaints Update 2019

Here is our update on what has been happening with complaints in ARK between January - March 2019.

During these 3 months ARK had **12 complaints**.

The complaints were made about different ARK departments:

Care and Support	10
Maintenance	2



Of the 12 complaints that we dealt with between January - March:

4 were **'upheld'**, which means that we agreed with the person complaining.

4 were **'partially upheld'**, which means we agreed with some of what was complained about.

3 were **'not upheld'**, which means that we did not agree (although we may still have done something about the issue that was raised).

1 complain was still under investigation.

ARK took more time to respond on 3 complaints :

- On 2 cases due to the limited availability of the complainant to meet with the Investigating Officer due to health issues.
- On 1 case due to the planned annual leave of a member of ARK staff.



Of the 12 complaints made, 1 person complained about ARK staff's attitude or behaviour: **We did not agree that it had been an issue in this case.**



6 people complained about the service that they had received from ARK.

- We agreed that it had been an issue in 4 cases
- We partially agreed in 1 case
- We did not agree that it had been an issue in 1 case



5 people complained about both ARK's service and the attitude or behaviour of staff members.



We partially agreed in 3 cases  
Did not agree in 1 case

### Key themes:

- ⇒ We are pleased to see that we received less complaints over recent months. This time last year, we received 31 complaints.
- ⇒ During this quarter, 3 complaints were made that requests for service had not been taken forward. In all cases ARK apologised, updated plans and took actions.
- ⇒ 2 complaints were made by **relatives of the supported person** about them not being included in the review of the person's Good Life Plan. These complaints were unusual as ARK's policy is to include family members if agreed by the supported person. We will monitor this issue.

## Learning from Complaints



**John Rankin**

Head of Quality  
& Compliance

Here is an example of how we used what you told us to improve our service during this time...

During this quarter, we received 2 complaints which had been about a clash of personality between the complainant and a staff member.

In both cases, it was agreed that future communications would be made through an alternative staff member that the complainant feels more comfortable engaging with.

ARK recognises that sometime, through no one's fault, such personality clashes can occur, and in all such cases we try to meet the views and wishes of those who use our services.

**Please remember that if you are not happy with any parts of ARK's service you can let any member of ARK staff know. Thank You.**

