



Complaints Update 2019

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

During these 3 months ARK had **13 complaints**.

The complaints were made about different ARK departments:

Care and Support	10
Maintenance	2
Quality & Compliance	1



Let's get it sorted!

Of the 13 complaints that we dealt with between April - June:



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

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

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

The investigation for 2 complaints took more time than usual:

- ⇒ In one case the investigating officer needed more time to meet with the complainer and their representative face to face.
- ⇒ In another case the investigation took longer due to the planned annual leave of a member of ARK staff.



Of the 13 complaints made, **2** people complained about **ARK staff's attitude or behaviour: we agreed that it had been an issue in these cases.**



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

- **We agreed that it had been an issue in 2 cases**
- **We partially agreed in 3 cases**
- **We did not agree that it had been an issue in 4 cases**



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



We did not agree in 2 cases



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 time, we received 4 anonymous complaints that were brought to ARK's attention by the Care Inspectorate, after people had raised concerns with them.



People can, of course, raise concerns about ARK with the Care Inspectorate but, where possible, we would prefer people to raise concerns with ARK directly.



This allows us to respond more quickly and effectively and to put things right when we have made a mistake.

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.