



Complaints Update 2019

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

During these 3 months ARK had **10 complaints**.

The complaints were made about different ARK departments:

Care and Support	3
Maintenance	5
Housing	1
Organisational Development	1



Let's get it sorted!

Of the 10 complaints that we dealt with between July - September:



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

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

2 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 4 complaints took more time than usual:



- ⇒ In 2 cases the complaints were very complicated and took longer to investigate
- ⇒ In 1 case we needed extra time to speak with people about the complaint
- ⇒ And the last one was because of planned holidays.

Of the 10 complaints made, 1 person complained about **ARK staff's attitude or behaviour: we did not agreed that it had been an issue in this case.**



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

- **We agreed that it had been an issue in 1 case**
- **We partially agreed in 2 cases**
- **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 agreed in 1 case.

We partially agree in 4 cases.



John Rankin

Head of Quality & Compliance

Learning from Complaints

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



In situations where we have made a mistake, or we have not provided the level of service that we hope to provide, we do our best to put things right. We could do this by:

- saying sorry
- explaining what happened
- changing something to make things better
- by making a goodwill payment.



During this period, ARK made 3 goodwill payments. This was money paid to the individuals to help make up for the trouble they experienced.

If you're not happy about the support you receive from ARK, or with anything else about the service we provide, please let a member of ARK staff know.

Thank you.