



Complaints Update 2019

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

During these 3 months ARK had **20 complaints**.

The complaints were made about different ARK departments:

Care and Support	11
Maintenance	4
Housing	2
Organisational Development	2
Ark Services Ltd (Maintenance)	1



Let's get it sorted!

Of the 20 complaints that we dealt with between October—December:



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

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

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



We needed an extra day to resolve 1 'frontline' complaint. This was to allow more time for the ARK teams involved to share information about the complaint and to then respond. 'Frontline complaints' are relatively straightforward complaints which can usually be responded to within 5 working days.

Of the 20 complaints made, **3** people complained about **ARK staff's attitude or behaviour: we did not agree that it had been an issue in these cases.**



12 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 6 cases**
- **We did not agree that it had been an issue in 5 cases**



We agreed in 1 case.

We partially agreed in 3 cases.

We did not agree in 1 case.

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



Learning from Complaints



Kelly Patterson

Quality &
Compliance
Officer



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

One of the complaints that we received was about ARK's failure to respond to emails sent to an individual who no longer worked for ARK. There was no automated message in place to inform the public that the individual wasn't working for ARK anymore.

We have taken this opportunity to review our **processes for communicating** when an employee leaves ARK and for letting people know who they should contact instead.

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.