



Complaints Update

For the period January - March 2020.



Let's get it sorted!

During these 3 months ARK had **14 complaints** that were made about different ARK teams:

Care and Support	10
Maintenance	1
Housing	1
Organisational Development	1
Ark Services Ltd (Maintenance)	1



We looked at the 14 complaints and:

- we agreed in 1 case
- we partially agreed in 7 cases
- we did not agree in 6 cases



1 complain was about ARK's **staff attitude or behaviour**: we did not agreed in this case.



4 complaints were about the **service provided by ARK**:

- we agreed in 1 case
- we partially agreed in 2 cases
- we did not agree in 1 case



9 complaints were about both **ARK's service and the attitude or behaviour of staff members**:

- we partially agreed in 5 cases
- we did not agree in 4 cases

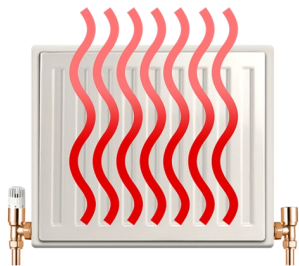


Kelly Patterson

Quality &
Compliance
Officer

Learning from complaints

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



A tenant raised concerns about the difficulties they had with their heating system.



We have reviewed the learning from this complaint and we have put actions in place to improve the service that we provide in the future.

For example, by providing guidance to tenants' support staff on the use of new heating systems.



ARK's Maintenance team will also make sure that we work closely with our tenants, their representatives and care and support staff, to find the best Maintenance solutions for all of our tenants.



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.