

Q2 2025-26 Complaints Report

Complaint volumes

Since 1 April 2025, Ark has received a total of 39 complaints, reflecting an increase from 28 during the same period last year. Of these, 20 were addressed through Stage 1 (frontline resolution), while 17 were investigated directly at Stage 2. An additional 2 complaints were escalated from Stage 1 to Stage 2.

One complaint was referred to the Care Inspectorate, and a further two were escalated to the Scottish Public Services Ombudsman (SPSO).

Appendix 1 provides a breakdown of complaint volumes and response times for the year to date in 2025–26.

Response times

Stage	Target Response Time	Average Time (YTD)	% Closed Within Target
Stage 1	5 working days	5.7 working days	65%
Stage 2	20 working days	17.8 working days	84%

Complaint outcomes

A complaint is resolved when both (the organisation) and the customer agree what action (if any) will be taken to provide full and final resolution for the customer, without making a decision about whether the complaint is upheld or not upheld.

Appendix 2 demonstrates the outcome of complaints received year to date 2025-26.

Learning from complaints

Ark continues to promote service improvement by embedding learning from complaints. Notable actions this year to date include:

Staff Attitude/Behaviour:

- Reinforcement of professional boundaries.
- Staff reminded of the need for appropriate tone and proportionality in all early tenancy communications.
- Refresher training for the whole team on dealing with Anti Social Behaviour

Standard of Care:

- Support times have been flexibly adjusted where appropriate to enable staff to spend more focused and meaningful time with the supported individual.
- Further training required for staff to ensure compliance with Arks AIMS system.
- Development of AIMS rota.
- Ongoing supervision and training may be required where patterns of inappropriate behaviour are raised.
- Staff must be trained to confidently deliver PBS approaches and understand the updated plan.

Communication:

- Ark's phone line under review to improve the customer journey.
- Standard letter templates have been reviewed and updated.
- The Customer Charter was launched in August 2025 and has set out standards that customers can expect from the whole team in relation to answering calls/returning calls/ replying to e-mails;

Rent:

- Training delivered in February 2025 has been implemented to ensure staff know how to post transactions accurately and consistently.

Policy and Procedures:

- Repairs procedure will be reviewed and updated.
- Further Training on Right to Repair to be rolled out.

Multiple Issues:

- All built in hob/ ovens to be PAT tested prior to relet

Scottish Public Services Ombudsman (SPSO) Indicators

Appendix 3 sets out how we are performing against the indicators set out by the SPSO, along with a comparison of our performance in the previous reporting year for responding at Stage 1 and 2 of the complaints handling procedure.

Key issues and conclusions

A significant number of complaints relate to staff conduct, communication issues, and support delivery standards.

Several complaints were upheld or partially upheld, indicating a validation of concerns.

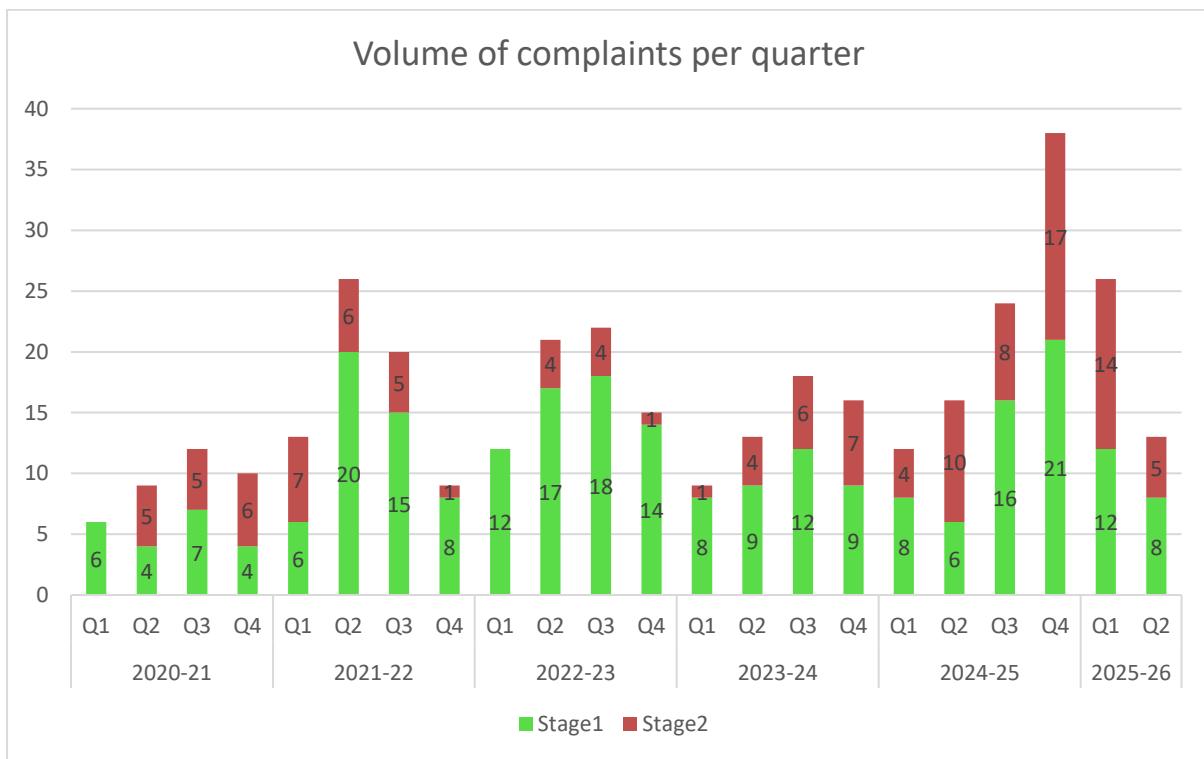
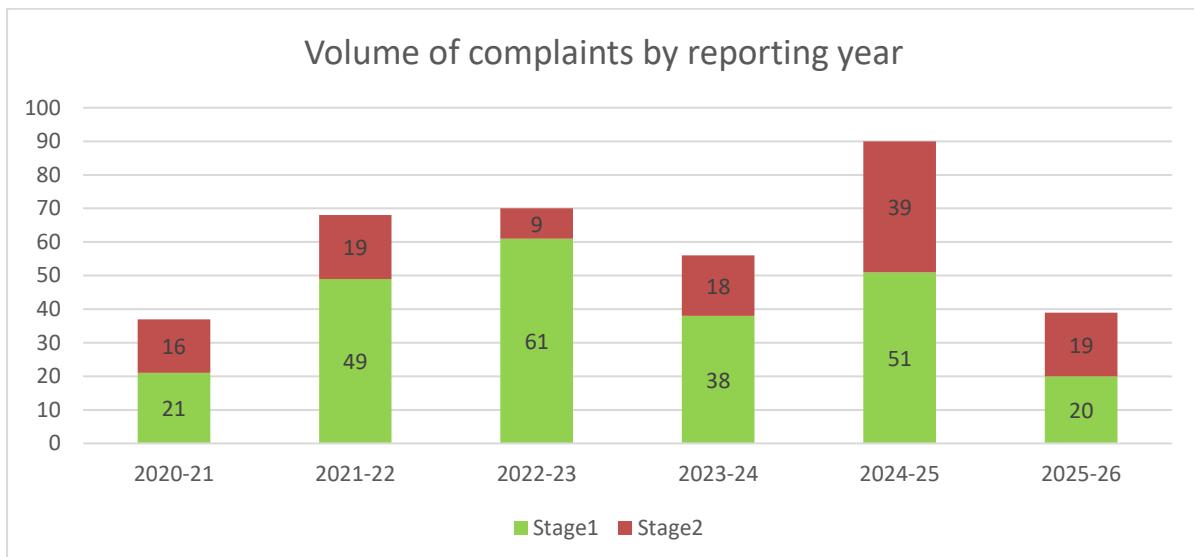
A high percentage of complaints were closed out with target timescales.

Learning from complaints has directly led to service improvements, demonstrating a proactive approach to quality assurance.

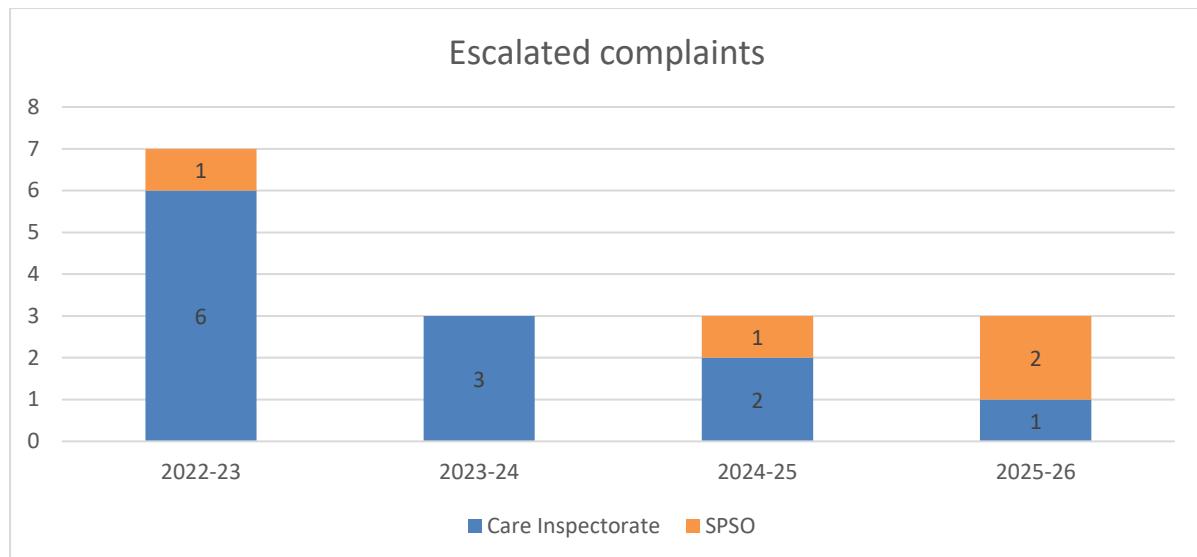
A continued emphasis on monitoring complaints and implementing lessons learnt will be key to maintaining high standards of service.

Appendix 1 – Complaint volumes and timescales

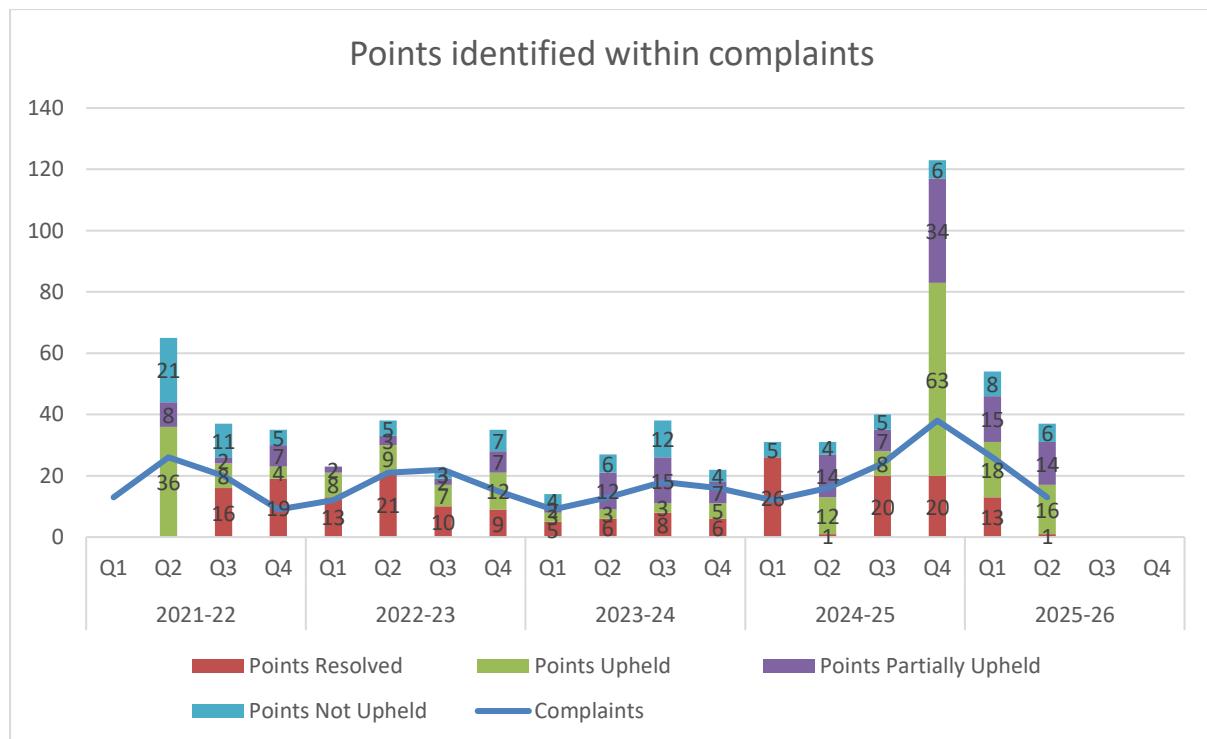
The bar charts below demonstrate the volume of complaints by reporting year.



The below chart demonstrates the volume of complaints reported to the Care Inspectorate and the volume of complaints escalated to the Ombudsman within the current and previous three reporting years.



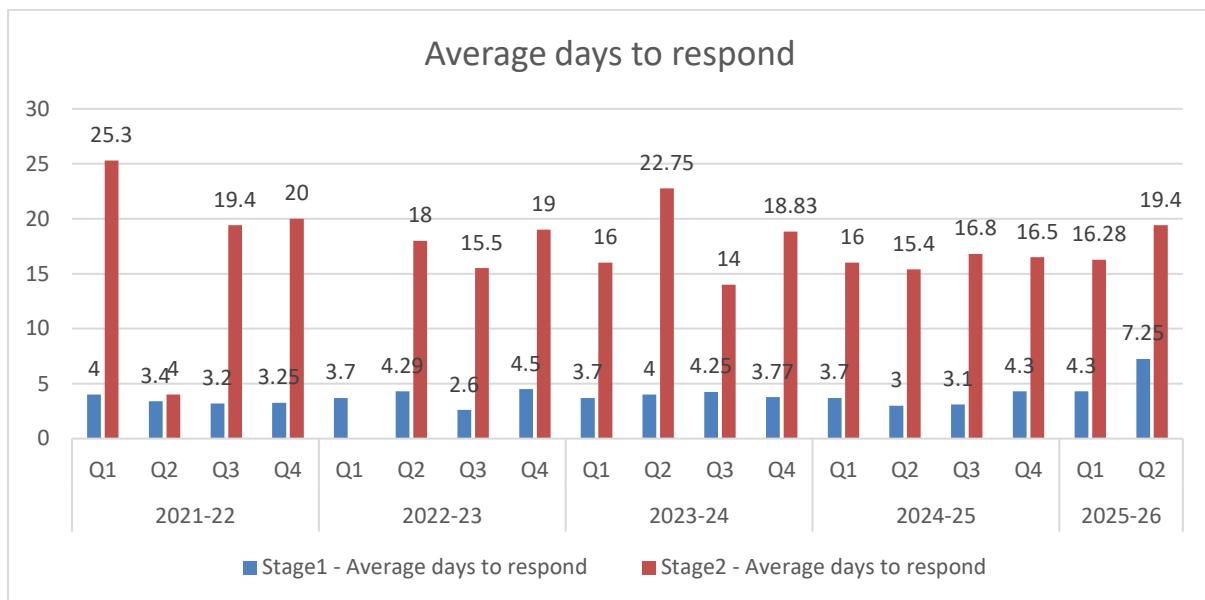
The below chart details the number of points identified within complaints over a 4 year period, identifying the volume of points Upheld, Partially Upheld, Resolved and Not Upheld.



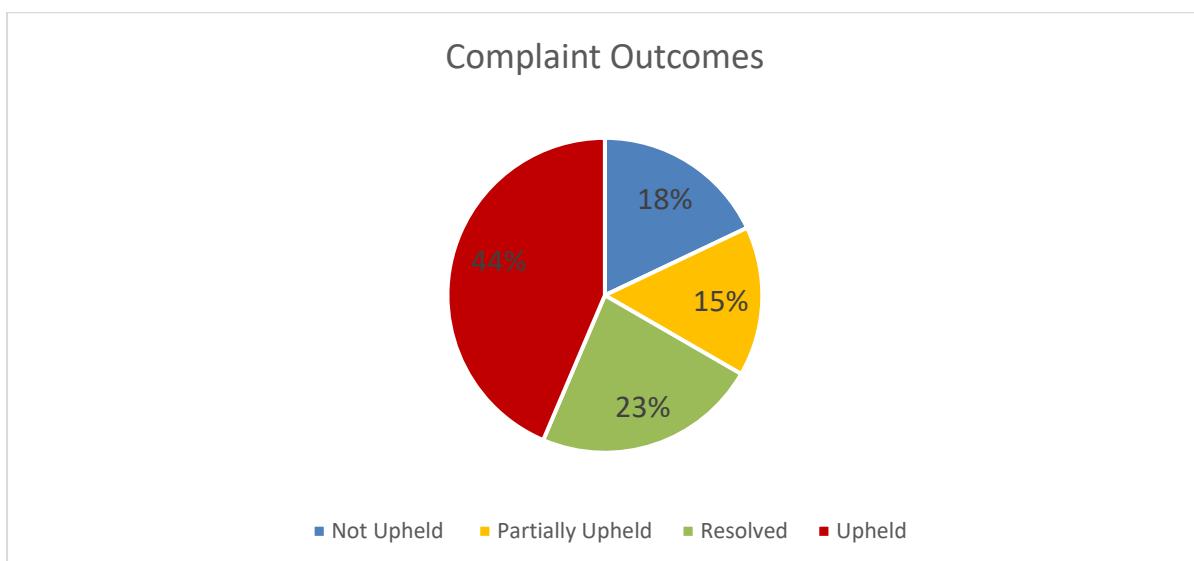
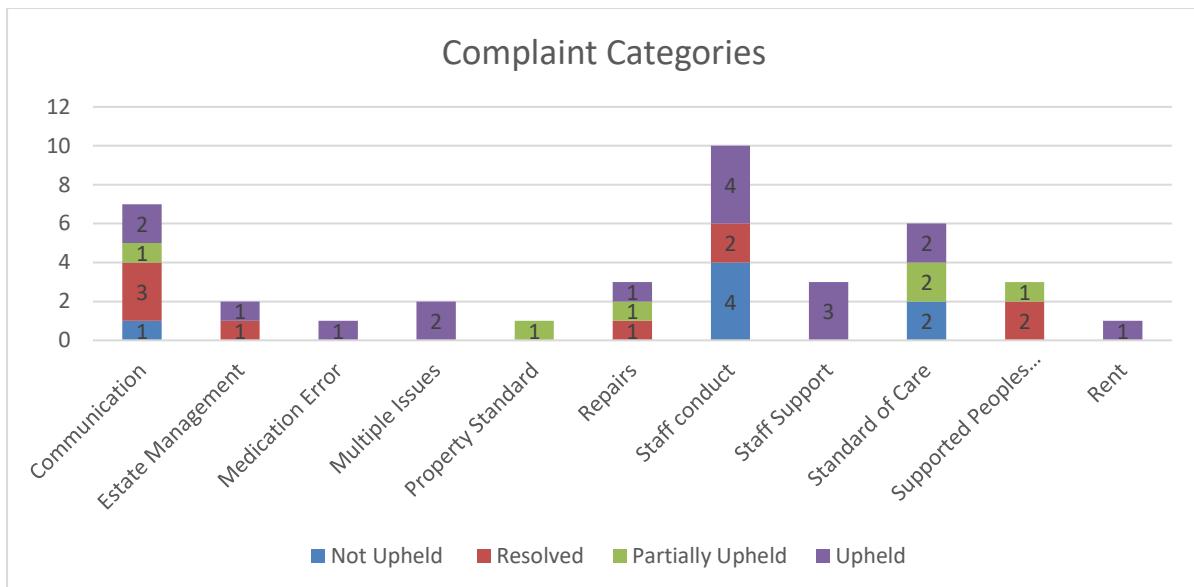
The bar chart below demonstrates the average response time for Stage 1 and Stage 2 complaints each quarter over the last four reporting years and year to date.

Stage 1 average response times have been fairly consistent with a substantial increase in Q2 2025-26 with an average of 7.25 working days to respond which is out with target of 5 working days.

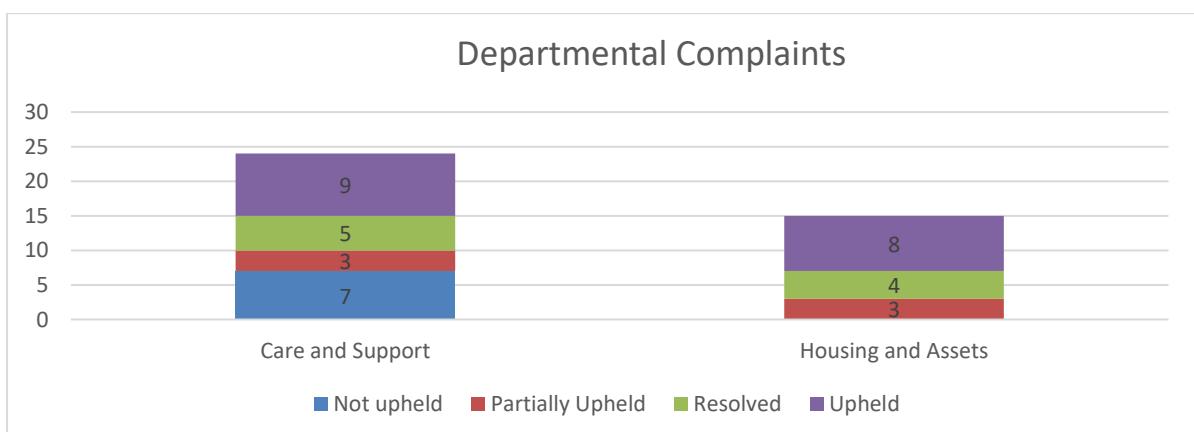
Stage 2 average response time has increased in Q2 2025-26 to 19.4 but remains within our target of 20 working days.



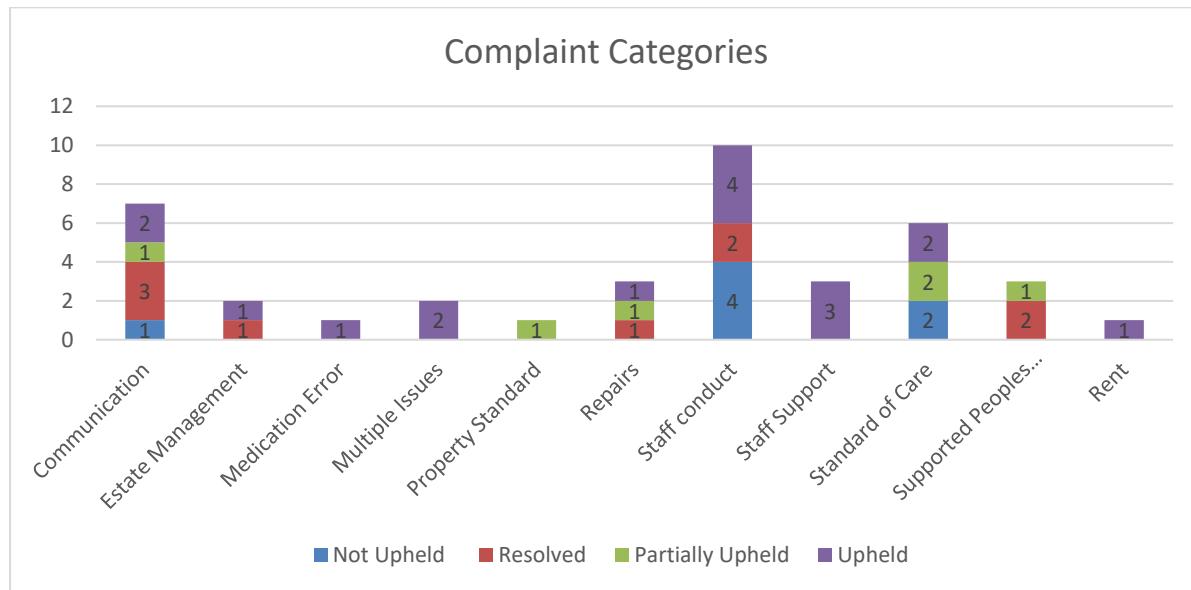
Appendix 2 – Complaint outcomes



The below chart demonstrates the departmental breakdown of complaints year to date:



The below chart sets out the complaints by category year to date. Staff conduct is the most common complaint received followed by communication and standard of care.



Appendix 3 – Performance against SPSO indicators

Scottish Public Services Ombudsman (SPSO) Indicators	Target/Guidance	2025/26					2024- 25
		Q1	Q2	Q3	Q4	Year to Date Total	Year End Total
Indicator One -The total number of complaints received							
Stage 1 (this includes escalated complaints, as they were first received at Stage 1)	The total number of complaints received	14	8			22	62
Stage 2 (Investigated directly at Stage 2)	The total number of complaints received	12	5			17	28
Indicator Two: the number and percentage of complaints closed in full within the set timescales							
Stage 1 - the number of complaints closed in full within five working days	Number closed within timescale	10	3			13	48
	Number closed out with timescale	2	5			7	6
	Percentage closed within timescale	83%	37.5%			65%	88 %
Stage 2 -the number of complaints closed in full at stage 2 within 20 working days (this includes escalated complaints as target date is 20 working days from escalation)	Number closed within timescale	13	3			16	35
	Number closed out with timescale	1	2			3	1
	Percentage closed within timescale	93%	33%			84%	92%
Indicator Three: the average time in working days for a full response to complaints at each stage							
Stage 1 - average time in working days to respond to complaints	5 Working Days	4.3	7.25			5.77	3.5
Stage 2 - average time in working days to respond to complaints (including escalated complaints)	20 Working Days	16.2	19.4			17.84	16.1
Indicator Four: the outcome of complaints at each stage							
Stage 1 (Including escalated to stage 2 complaints)	Upheld	5	11			16	10
	Partially Upheld	0				0	8
	Not Upheld	3	4			7	8
	Resolved	6	7			13	35
Stage 2 (Investigated directly at Stage 2)	Upheld	3	6			9	13
	Partially Upheld	4	6			10	10
	Not Upheld	3	3			6	3
	Resolved	2	2			4	3