

COMPLAINTS RECORDING AND REPORTING: April to June 2023

Summary of complaint activity

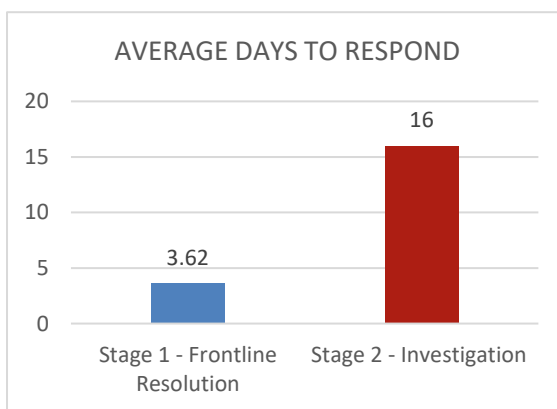
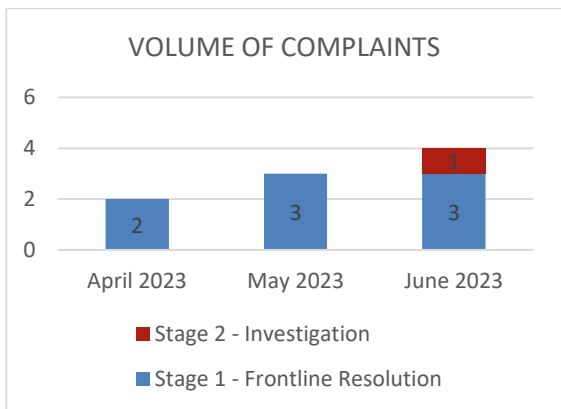
During Q1 April – June 2023, Ark received a total of nine complaints which has reduced from fifteen in the previous quarter.

Eight complaints were responded to at Stage 1 with a frontline response. ‘Frontline complaints’ are relatively straightforward complaints which can usually be responded to within five working days.

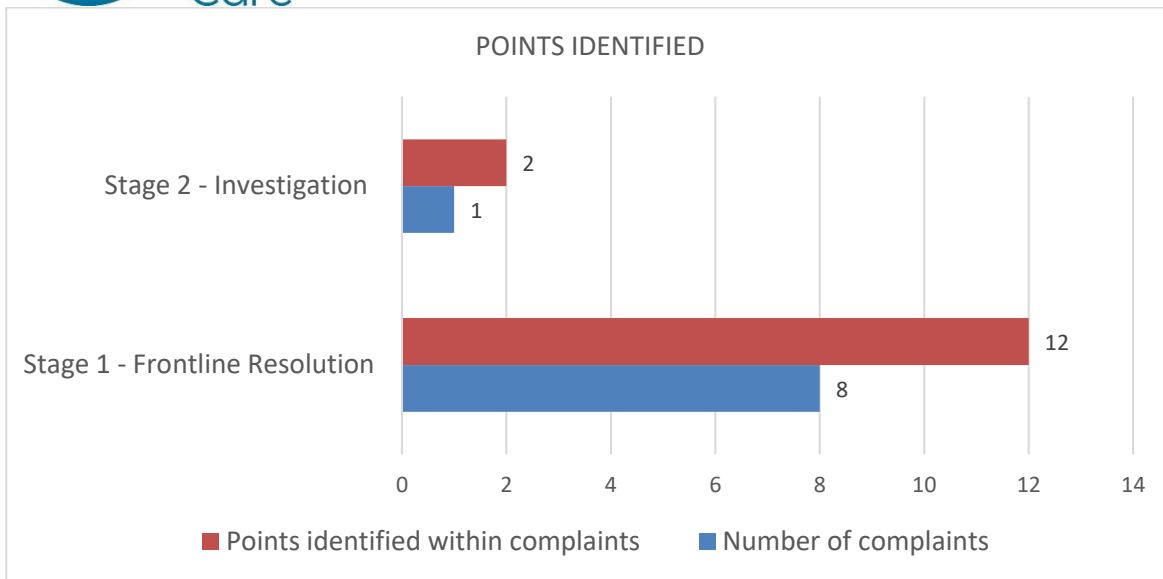
Twelve points were identified within the complaints with 87.5% of Stage 1 complaints being closed within 5 working days. This has increased by 9% from the previous quarter. One complaint was closed out with target due to the volume of historical information that needed to be checked. An extension of an additional 5 working days was agreed with the customer. The average number of working days to respond to a Stage 1 complaint is 3.62days. This has reduced from 4.5 days in the previous quarter.

One complaint was escalated to Stage 2 with two points identified and was closed within 20 working days. Stage 2 is where a customer is dissatisfied with the frontline response or refuses to engage at the frontline stage, insisting they wish their complaint to be investigated. There were no complaints investigated directly at Stage 2 within this quarter.

The bar charts below set out the volume of complaints received and the average time to respond at Stage 1 and Stage 2.



The chart below sets out the number of points identified within the complaints in comparison to the number of complaints received.



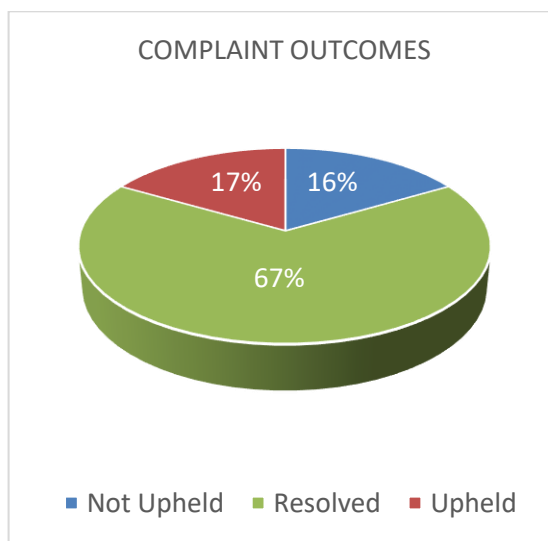
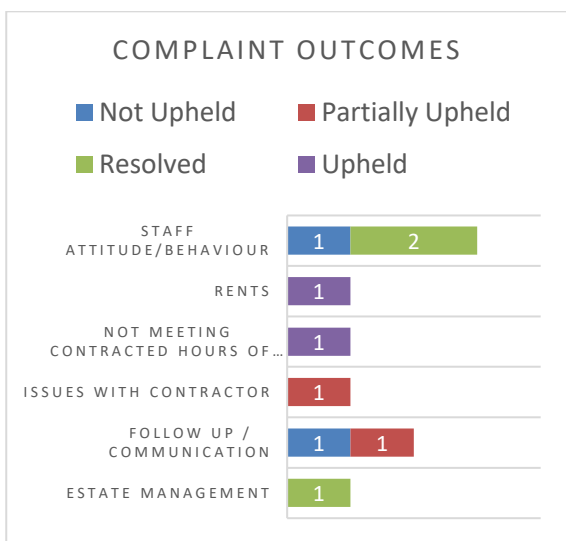
The table below sets out how we are performing against the indicators set out by the SPSO, along with a comparison of our performance in the previous quarter for responding at Stage 1 and 2 of the complaints handling procedure.

Scottish Public Services Ombudsman (SPSO) Indicators	Target/Guidance	TREND	2023/24				2022/23
			Q4	Q3	Q2	Q1	Q4
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	↓				9	14
Stage 2 (Investigated directly at Stage 2)	The total number of complaints received	↓				0	1
Escalated to Stage 2	The total number of complaints escalated	↑				1	0
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	↓				7	11
	Percentage	↑				87.50%	78.50%
Stage 2 - the number of complaints closed in full at stage 2 within 20 working days	Number	↔				1	1
	Percentage	↔				100%	100%
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	↓				3.62	4.5
Stage 2 - average time in working days to respond to complaints	20 Working Days	↔				N/A	19

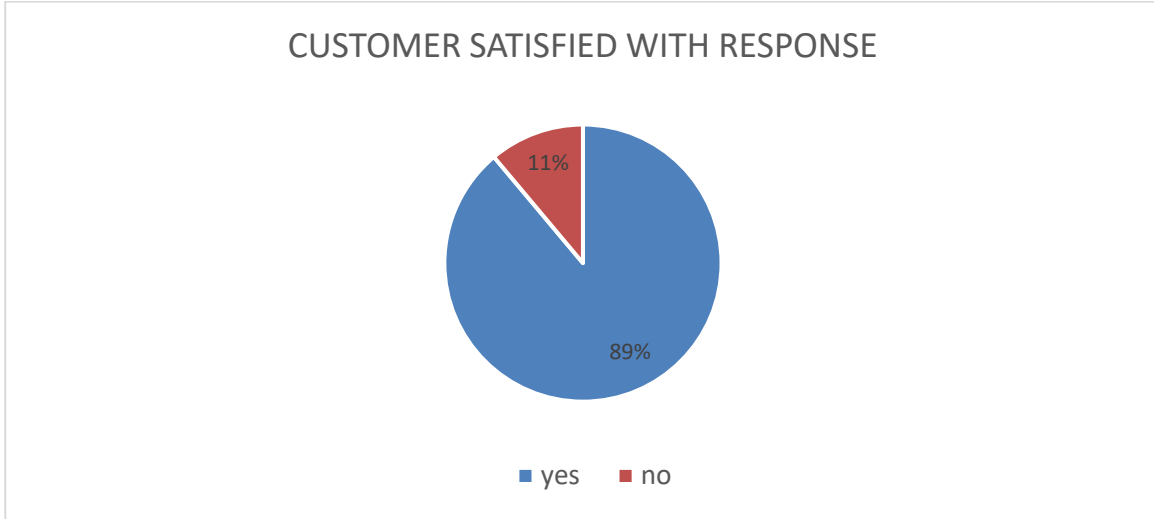
Escalated to Stage 2 - average time in working days to respond to complaints after escalation	20 Working Days	↑				16	0
Indicator Four: the outcome of complaints at each stage							
Stage 1	Upheld	↓				2	7
	Partially Upheld	↓				1	2
	Not Upheld	↑				2	1
	Resolved	↓				3	4
Stage 2 (including after escalation)	Upheld	N/A				N/A	N/A
	Partially Upheld	↔				1	1
	Not Upheld	N/A				N/A	N/A
	Resolved	N/A				N/A	N/A

The below charts set out the outcome of complaints within the last quarter.

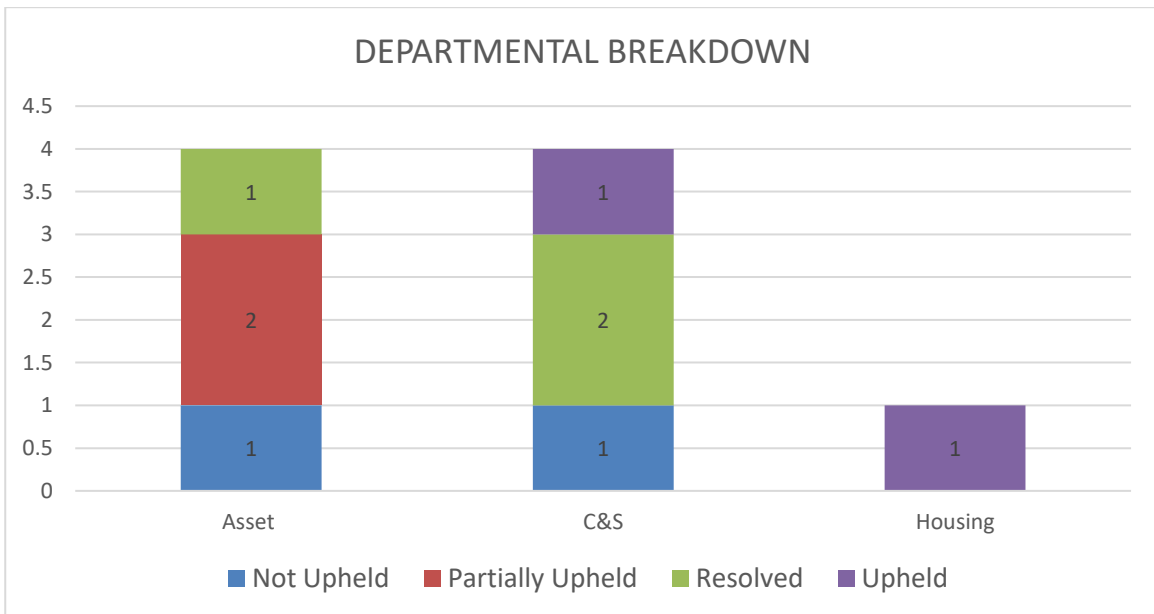
A complaint is resolved when both (the organisation) and the customer agree what action (if any) will be taken to provide full and final resolution for the customer, without making a decision about whether the complaint is upheld or not upheld.



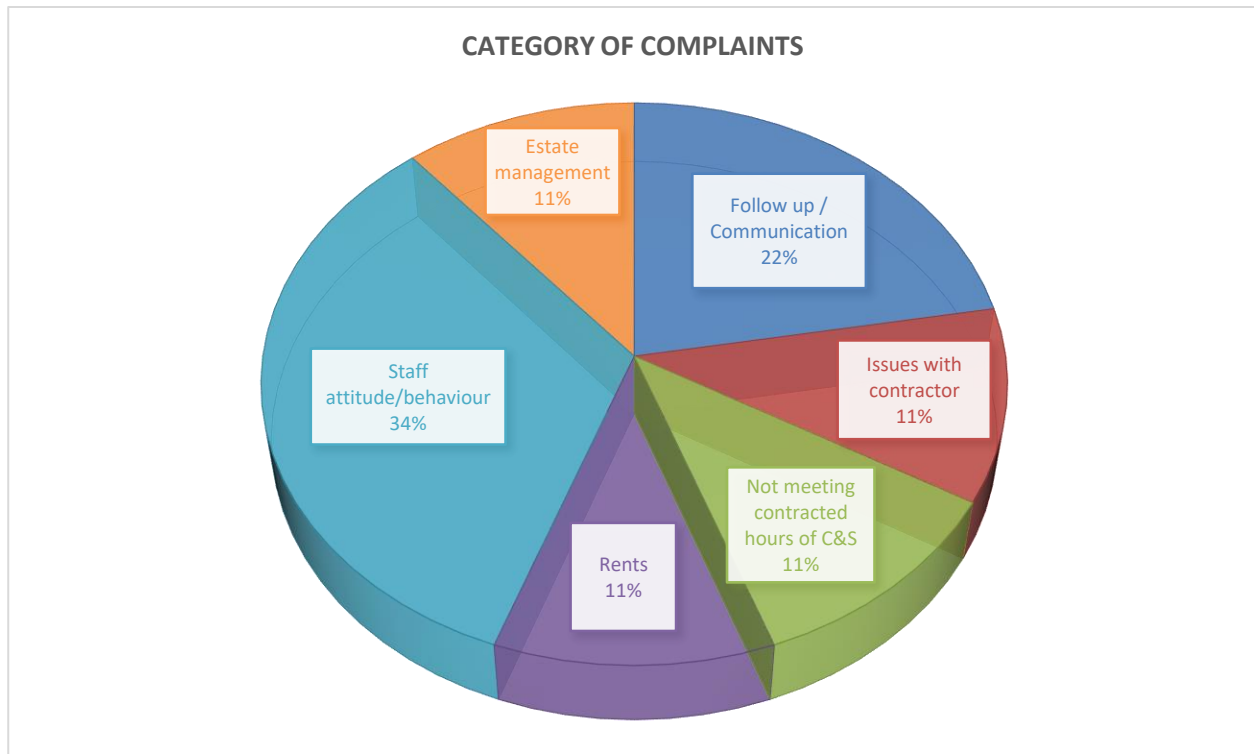
89% of customers were satisfied with the response they received to their complaint. 11% of customers which equates to one person remained unsatisfied and chose to escalate their complaint to Stage 2.



The departmental breakdown of complaints is as follows:



The below chart sets out the complaints by Category:



Learning from complaints

Ark is committed to improving service delivery by applying learning from complaints. The below table sets out the actions that have been taken in response to complaints received within this quarter.

Complaint category	Action
Staff attitude/behaviour	<ul style="list-style-type: none"> ➤ Performance addressed with staff via Performance Improvement Plan
Rents	<ul style="list-style-type: none"> ➤ Housing Team are now involving SHSO, and making sure to have all correct paperwork in place for refunds. ➤ Reminder and discussion of how to complete refunds was distributed to staff ➤ Reminder of the credit refund policy has been distributed to staff

	<ul style="list-style-type: none"> ➤ Reminder of the out of office procedure has been passed to relevant staff
Not meeting contracted hours of C&S	<ul style="list-style-type: none"> ➤ Staff were emailed a reminder of requirements for booking on and off shifts
Issues with contractor	<ul style="list-style-type: none"> ➤ Concerns raised with contractor and reinforcement of repairs procedure
Follow up / communication	<ul style="list-style-type: none"> ➤ Customer advised that they must revert to organising their own access for repairs
Estate management	<ul style="list-style-type: none"> ➤ Staff instructed to provide regular updates to customers even if there is no progress made then confirm this