



COMPLAINTS RECORDING AND REPORTING: January to March 2023

Summary of complaint activity

During the quarter January to March 2023, Ark received fifteen complaints. Eight of these were related to Care and Support Services, three to Housing and four to the Asset Team.

During this quarter, fourteen complaints were dealt with at the frontline stage. 'Frontline complaints' are relatively straightforward complaints which can usually be responded to within five working days. During this quarter, eleven complaints received a response within five working days. One complaint required an extension of three days to allow the investigation manager to meet with the staff member named in the complaint. One complaint required an extension of five days to enable the investigation manager to fully consider all of the evidence presented. One complaint required an extension of five days due to staff absence.

The remaining complaint was responded to at the investigation stage. 'Investigation complaints' are more complex and are usually responded to within twenty working days. During this quarter the complaint received a response within twenty working days.

While there are deadlines to respond to complaints it is generally acknowledged that all complaints should receive a response as quickly as possible and this report will now contain information on Ark's average response time each quarter.

	2022/23				2021/22			
	Q4	Q3	Q2	Q1	Q4	Q3	Q2	Q1
Stage 1	4.6	2.7	4.3	3.75	3.25	3.2	3.45	4
Stage 2	19	18.3	18	n/a	20	19.4	20.7	25.3

The departmental breakdown of complaints is as follows:

Department	Total Number of Complaints	Resolved	Upheld	Partially Upheld	Not Upheld
Care and Support	8	2	4	2	
Asset Team	4	2	2		
Housing	3		1	1	1
Asset & Housing					
ASL					
Total	15	4	7	3	1

Breakdown of complaints by staff attitude/ service issues:

Type of Complaint	Total Number	Resolved	Upheld	Partially Upheld	Not Upheld
Attitude or Behaviour	4	1	3		
ARK Service Issue	10	3	3	3	1
Attitude/Behaviour and Service Issue	1		1		
Total	15	4	7	3	1

In order to provide additional information the number of issues identified within each complaint has been broken down for this quarter.

Dept.		No of points of complaint	Points Resolved	Points Upheld	Points Partially Upheld	Points Not Upheld
Care and Support	1	4			4	
	2	1		1		
	3	1		1		
	4	12		4	2	6
	5	2	2			
	6	1		1		
	7	1		1		
	8	1	1			
Asset	1	1		1		
	2	1		1		
	3	4	4			
	4	2	2			
Housing	1	1				1
	2	1			1	
	3	2		2		
Total	15	35	9	12	7	7

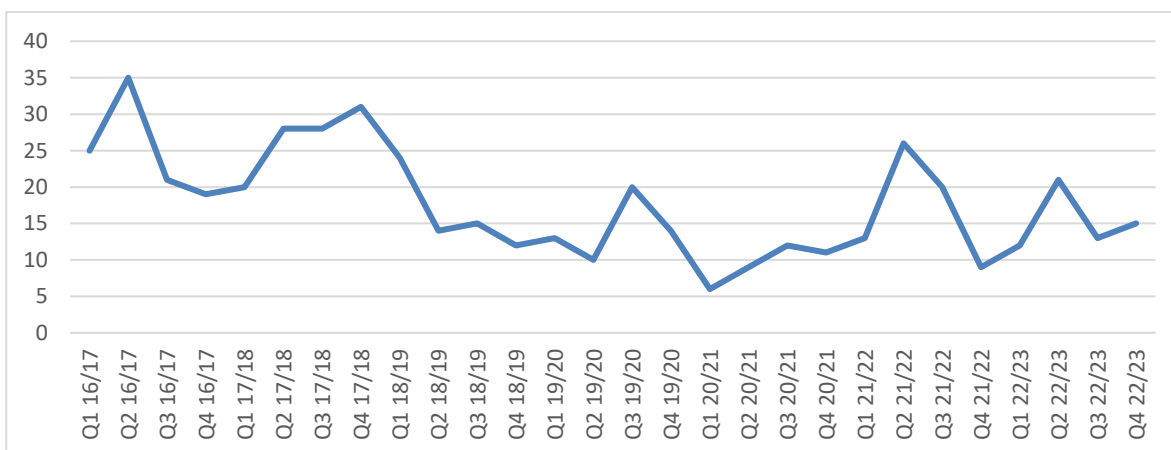
Quarter	Number of complaints	Number of points of complaint	Points Resolved	Points Upheld	Points Partially Upheld	Points Not Upheld
Jul-Sep	26	65	0	36	8	21
Oct-Dec	20	37	16	8	2	11
Jan-Mar	9	35	19	4	7	5
Apr-Jun	12	22	13	8	2	0
Jul-Sep	21	38	21	9	3	5
Oct-Dec	13	22	10	7	2	3
Jan-Mar	15	35	9	12	7	7

Comparison between this and previous years –

This table provides a comparison between the last three full financial years and the 3 quarters in the current year:

	2022/23	2021/22	2020/21	2019/20
Number of complaints received	61	68	38	57
% of complaints resolved	44%	19.1%		
% of complaints upheld	32.8%	33.8%	39.5%	15.8%
% of complaints not upheld	8.0%	22.1%	21%	40.4%
% of complaints partially upheld	14.6%	25%	39.5%	43.8%
% of complaints including staff attitude or behaviour	24.6%	36.8%	57.9%	49.1%
% of complaints including staff attitude or behaviour that were upheld	60%	24%	45.5%	14.3%

This chart shows the complaints received each quarter over the past 7 years.





This table demonstrates the annual average number of complaints per quarter.

	Average number of complaints received per quarter by year
2016/17	25
2017/18	26.75
2018/19	16.25
2019/20	14.25
2020/21	9.5
2021/22	17
2022/23	15.25

Using complaints to improve service delivery

Ark is committed to improving service delivery by applying learning from complaints.

Within this quarter a housing applicant complained about the short length of time given to return their information, and about the conduct of staff. As a result template letters are being revised, and a number of staff will undertake refresher training on procedures and customer service. Additional examples include a customer of the Asset Team who complained about the mess left following a visit by a contractor, and as a result contractors will be required to be more vigilant including the need to wear shoe coverings wherever necessary.

Following a complaint to one of our care and support services about the quality of care being provided, a number of recommendations are being implemented including refresher training for staff in the management of diabetes, meal planning, recording and improved communication.