

Q1 2025-26 Complaints Report

Complaint volumes

A total of 26 complaints were received in Q1, representing a notable decrease from 38 in the previous quarter. 12 complaints were handled at Stage 1 (frontline resolution). 12 complaints were investigated directly at Stage 2 (investigation), with an additional two complaints that were escalated from Stage 1 to Stage 2.

During Q1 one complaint was reported to the Care Inspectorate and one complaint was escalated to the Scottish Public Services Ombudsman (SPSO) which was initially responded to in March 25.

Appendix 1 demonstrates the volume and timescales for responding to complaints within Q1 2025-26.

Response times

Stage	Target Response Time	Average Time (Q4)	% Closed Within Target
Stage 1	5 working days	4.3 working days	83%
Stage 2	20 working days	16.2 working days	93%

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 within Q1 2025-26.

Learning from complaints

Ark continues to promote service improvement by embedding learning from complaints. Notable actions this quarter 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 will be launched in August 2025 and it will 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

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.

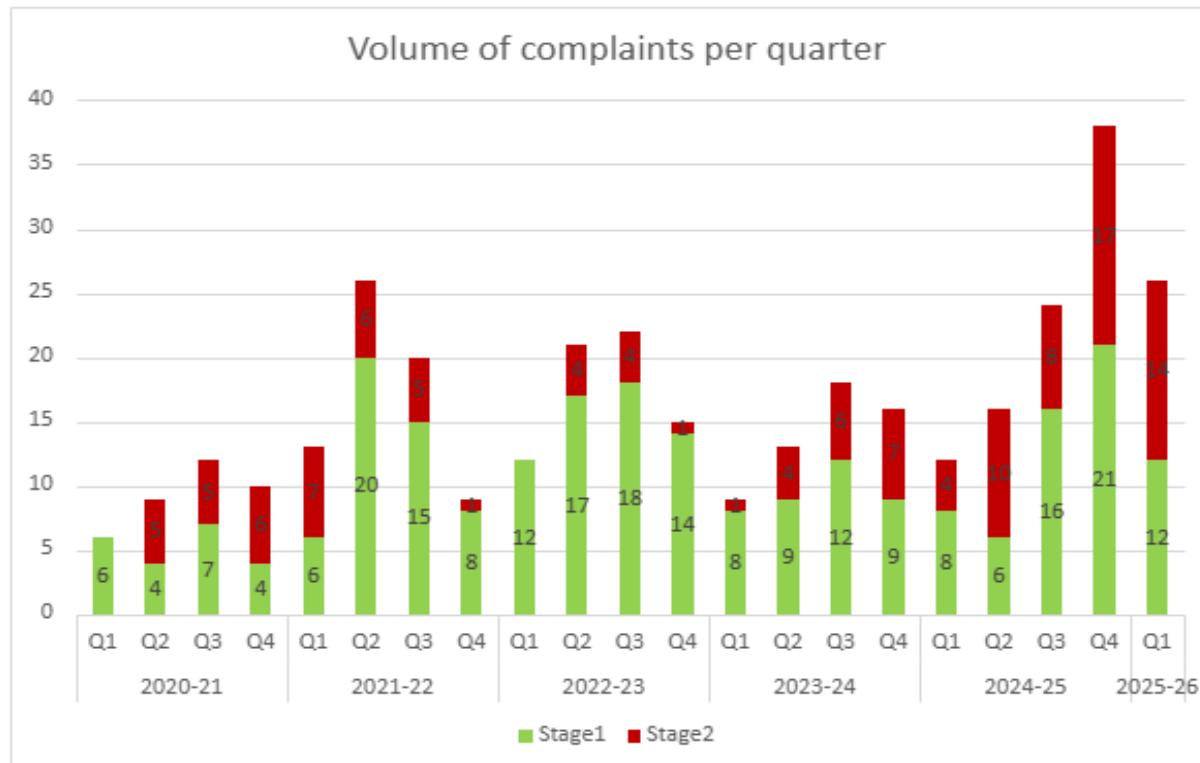
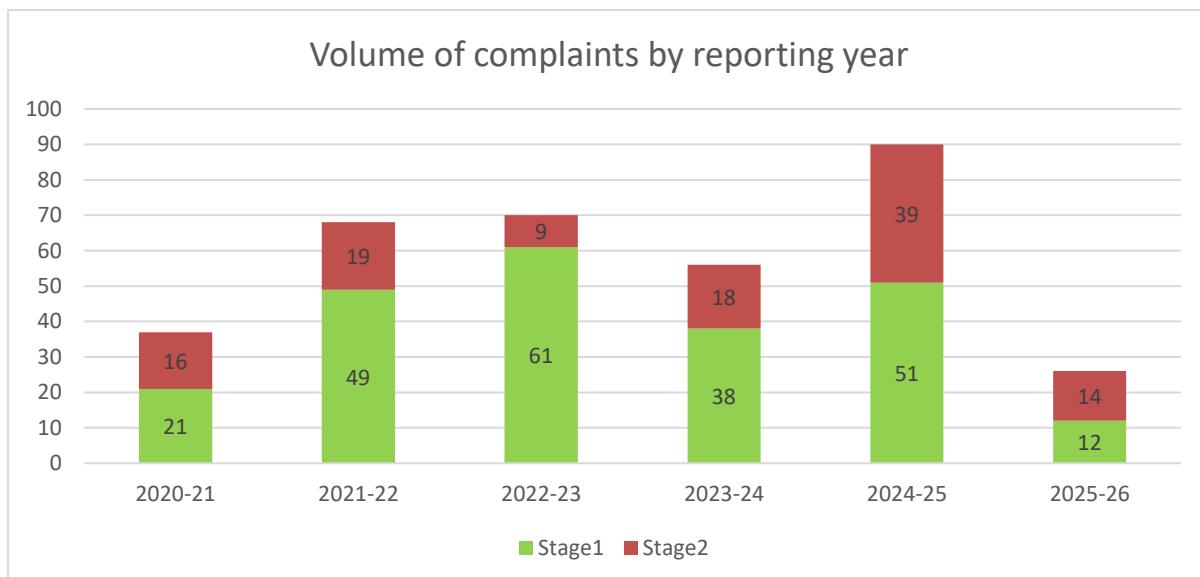
Most cases were closed within target timescales.

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

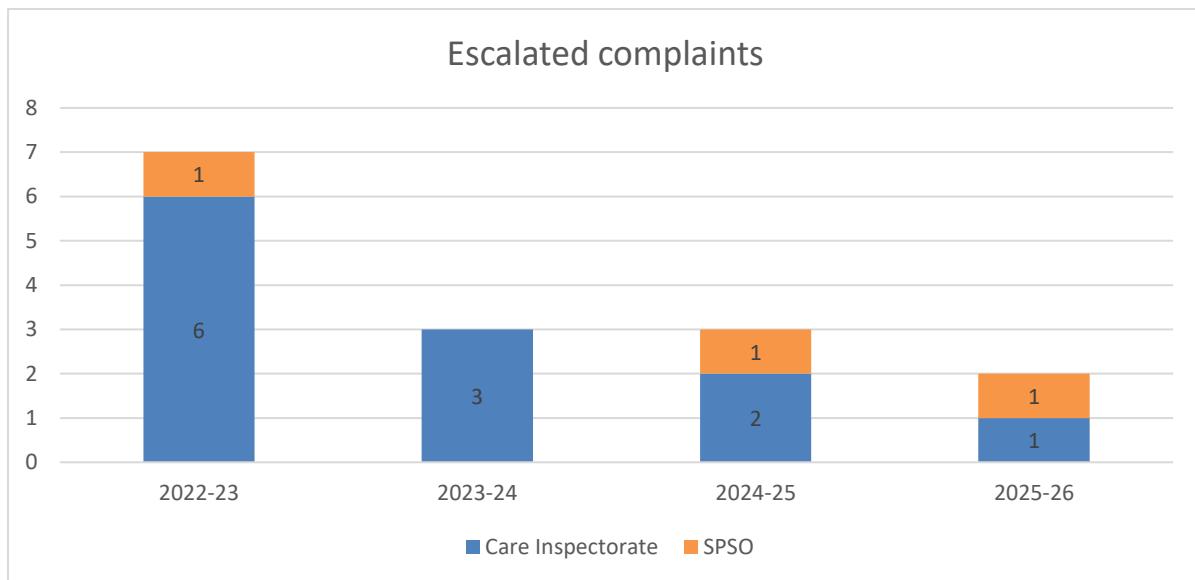
A continued emphasis on monitoring complaints and implementing lessons learnt will be key to maintaining high standards of service.

Appendix 1 – Complaint volumes and timescales

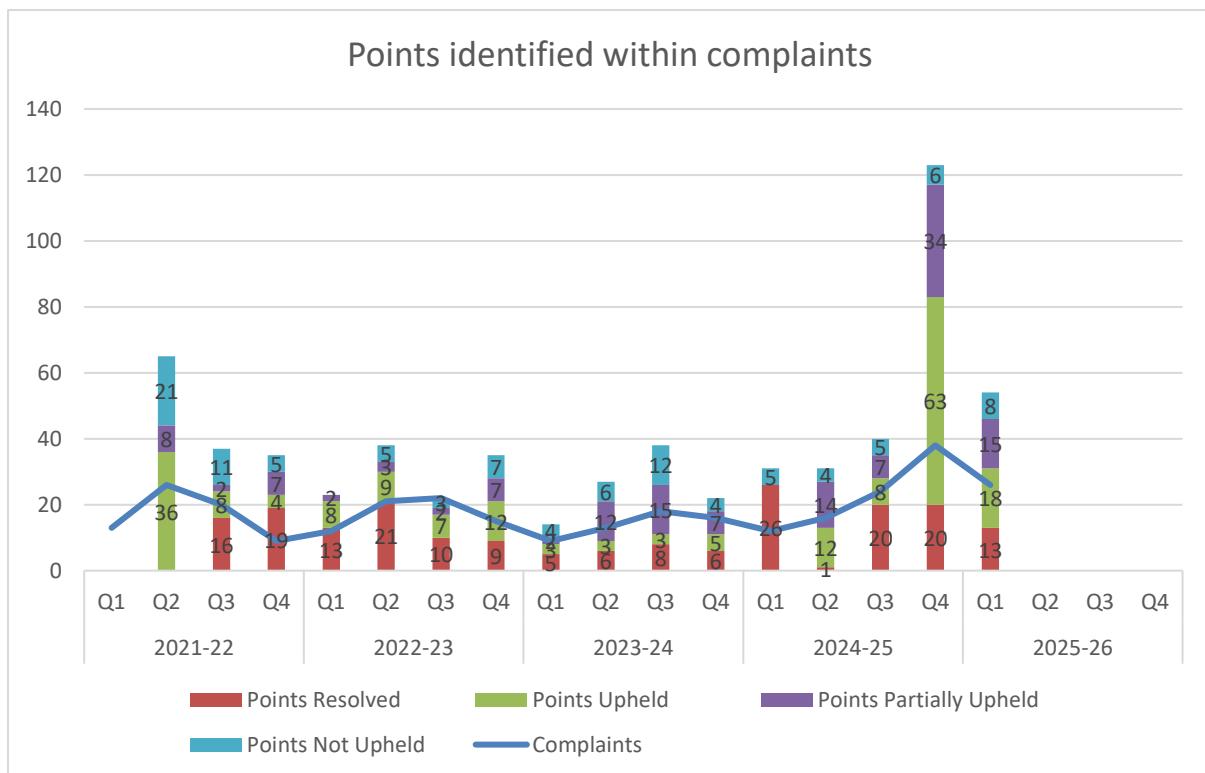
The bar charts below demonstrate the volume of complaints by reporting year.



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 two reporting years.



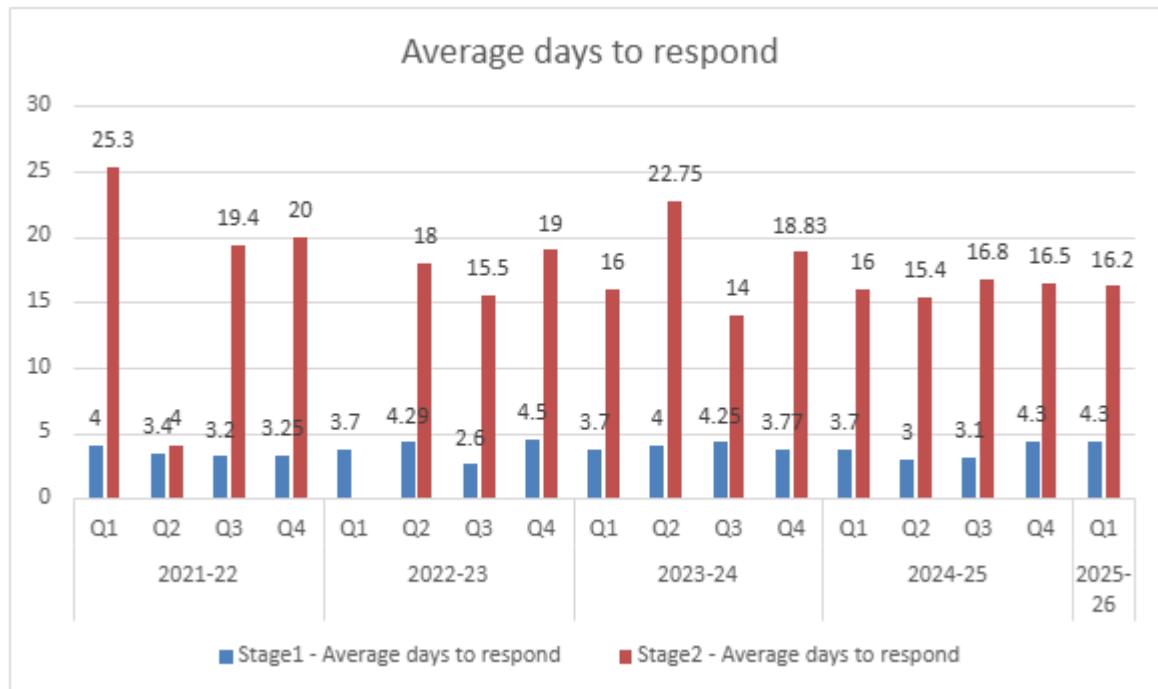
The below chart details the number of points identified within complaints over a 4 year period, identifying the volume of points Upheld, Partially Upheld, Resolved and Not Upheld.



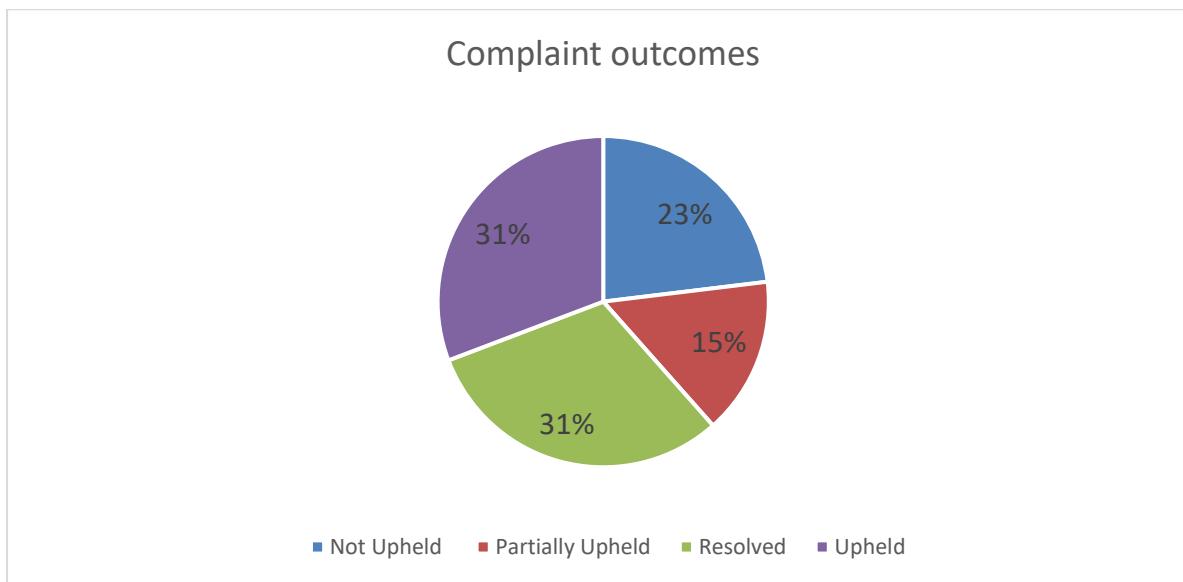
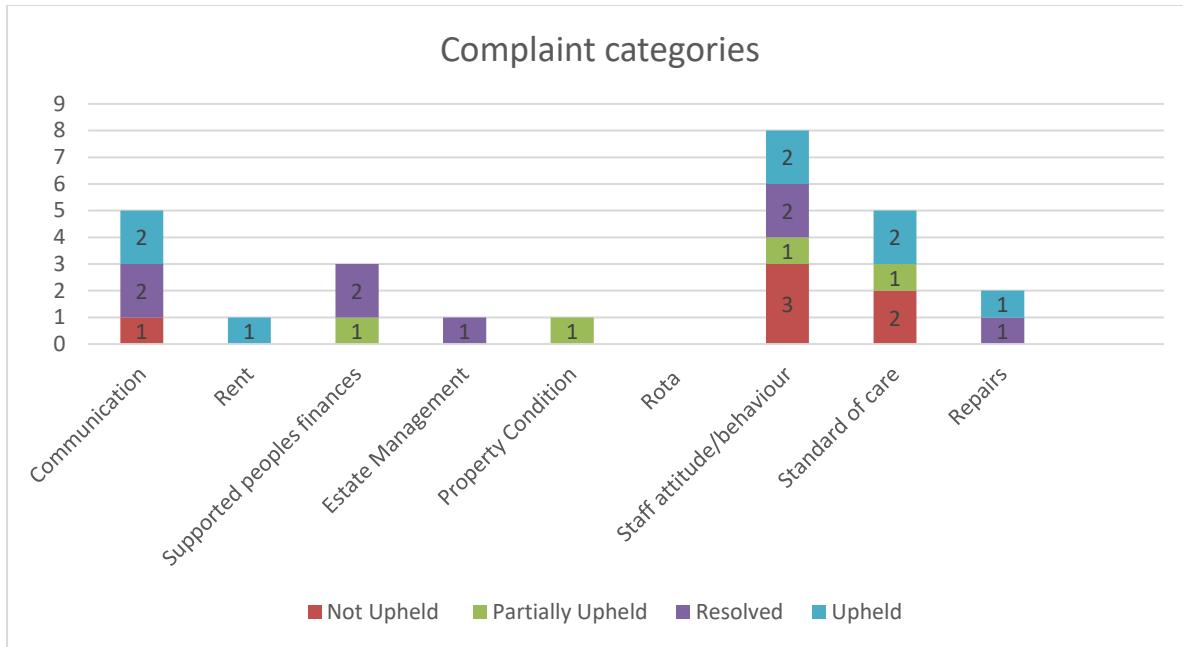
The bar chart below demonstrates the average response time for Stage 1 and Stage 2 complaints each quarter over the last three reporting years.

Stage 1 average response times have been fairly consistent with no change in Q1 2025-26 with an average of 4.3 working days to respond which is within the target of 5 working days. This has remained the same from the previous quarter.

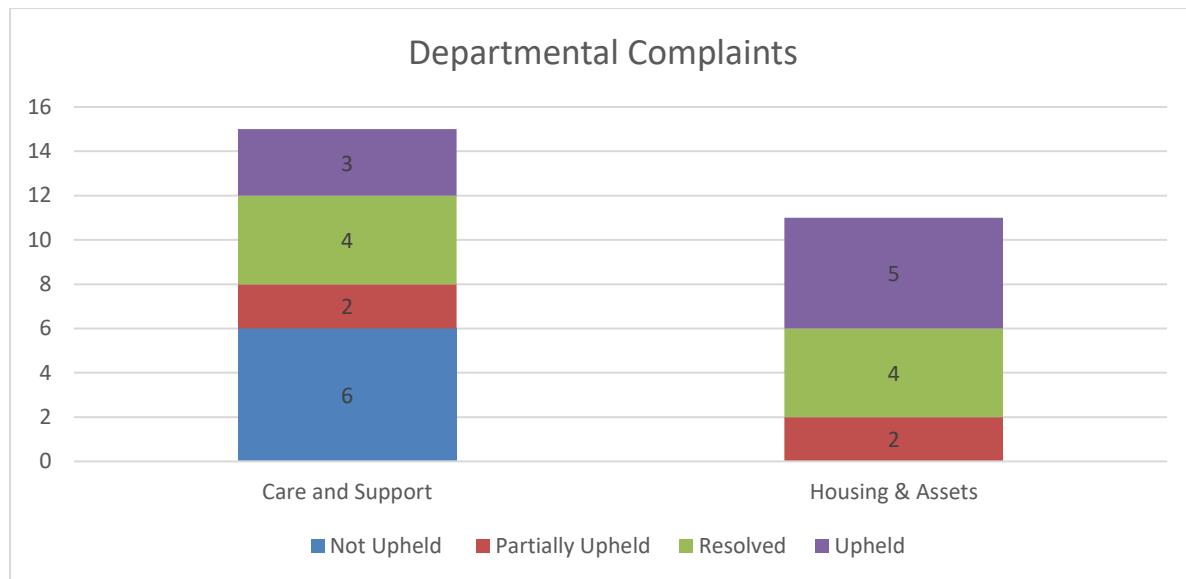
Stage 2 average response times vary but have been fairly consistent within this reporting year with an average response time in Q1 2025-26 of 16.2 working days which is within the target of 20 working days. This has reduced marginally from the previous quarter.



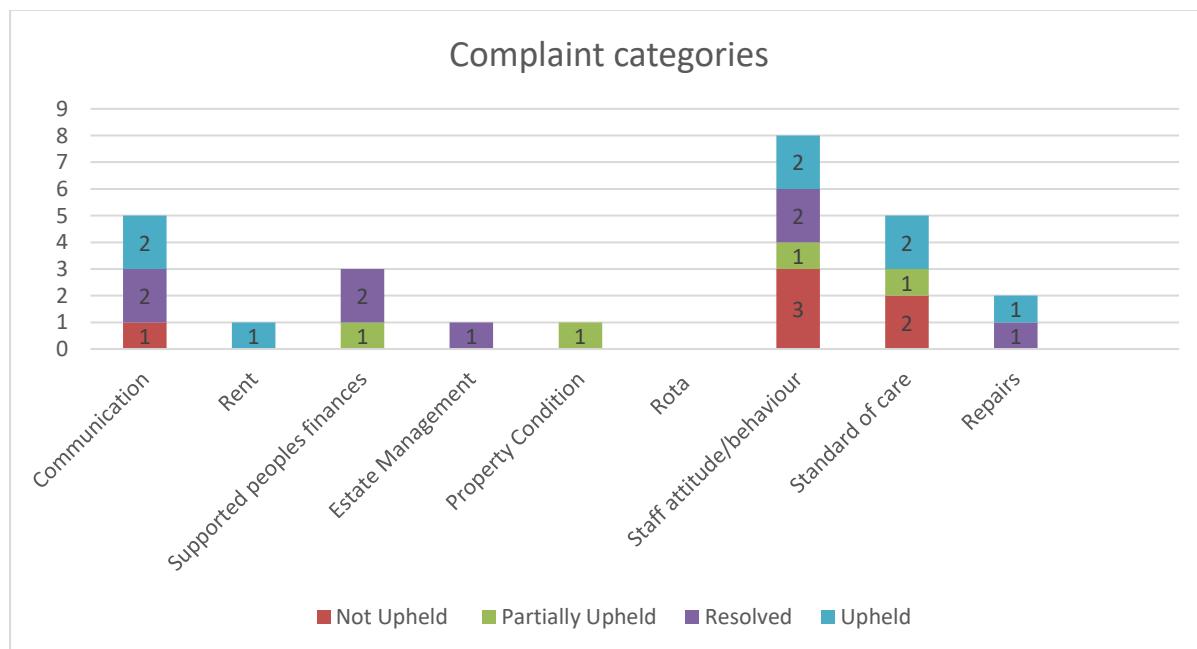
Appendix 2 – Complaint outcomes



The below chart demonstrates the departmental breakdown of complaints in Q1:



The below chart sets out the complaints by category Year to date. Staff attitude/behaviour 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					62
Stage 2 (Investigated directly at Stage 2)	The total number of complaints received	12					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					48
	Number closed out with timescale	2					6
	Percentage closed within timescale	83%					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					35
	Number closed out with timescale	1					1
	Percentage closed within timescale	93%					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					3.5
Stage 2 - average time in working days to respond to complaints (including escalated complaints)	20 Working Days	16.2					16.1
Indicator Four: the outcome of complaints at each stage							
Stage 1 (Including escalated to stage 2 complaints)	Upeld	5					10
	Partially Upeld	0					8
	Not Upeld	3					8
	Resolved	6					35
Stage 2 (Investigated directly at Stage 2)	Upeld	3					13
	Partially Upeld	4					10
	Not Upeld	3					3
	Resolved	2					3