

Complaints Update



Complaints Update for October to December 2022

Here is our update on what has been happening with complaints in Ark between October and December 2022.

During this period Ark received a total of 13 complaints broken down by department as follows:

Ark Department	Number of Complaints	Complaints Resolved	Complaints Upheld	Complaints Partially Upheld	Complaints Not Upheld
Care & Support	5		4		1
Asset Team	3	3			
Housing	2	1			1
Asset & Housing	1			1	
ASL	2	1		1	
Total	13	5	4	2	2

During this quarter ten complaints were dealt with at the frontline stage. ‘Frontline complaints’ can usually be responded to within five working days and all ten complaints received a response within this time.

Three complaints were responded to at the investigation stage also known as Stage 2. These complaints are considered to be more complex and normally receive a response within twenty working days. In this quarter two complaints received a response within twenty working days, however one required an extension of an additional ten days, in order to fully investigate all of the issues involved.

As indicated in the previous complaints update, whilst five and 20 day response times are recommended by the SPSO, Ark acknowledges that all complaints should receive a response as quickly as possible and this and future reports will now contain Ark’s average response time in each quarter.

Average Complaint Response Time By Quarter 2022/23				
Type of Response	April - June 22	July – Sept 22	Oct – Dec 22	Jan – March 23
Stage 1	3.75 days	4.3 days	2.7 days	TBC
Stage 2	n/a	18 days	18.3 days	TBC

When we receive a complaint one of the first things we do is identify what is described as the points of complaint. Although there may be a number of points within a complaint, it is standard practice for public service organisations such as Ark to regard this as being one complaint. As mentioned in previous updates, we will provide additional information by publishing the number of points we have identified for each of the complaints received in this quarter. This is shown in the table below:

Ark Department	Complaints in order	No of points identified	Points Resolved	Points Upheld	Points Partially Upheld	Points Not Upheld
Care and Support	1	1				1
	2	1		1		
	3	1		1		
	4	2		2		
	5	1		1		
Asset	1	1	1			
	2	1	1			
	3	1	1			
Housing	1	1				1
	2	4	4			
Asset and Housing	1	1			1	
ASL	1	4		2	1	1
	2	3	3			
Total	13	22	10	7	2	3

Using Complaints to Improve Service Delivery

In October 2022, a Stage 2 complaint was submitted relating to tenant dissatisfaction with both the quality of homes and a poor repairs services. The complaint made reference to Ark's Asset Team and Housing Service, and in considering this complaint, the approach adopted by the Director of Development and Business Improvement (DDBI) to investigate, identify, and improve service delivery was set out as follows:

- Appoint an independent Head of Service to lead on the complaint investigation providing full transparency for our customers
- Share the outcome of the complaint with both the Asset and Housing Services Teams
- Chair a joint interactive session with Asset and Housing Services to review the complaint outcome and explore the areas identified for organisational learning and improvement
- Develop an action plan with everyone involved in service delivery, including the frontline officers to identify what went wrong and to design and inform the revised approach and procedure going forward.

One of main outcomes within the Action Plan is the need to improve communications with our customers and this improvement has been cascaded across the whole of the organisation. Additional information about the range of improvement actions being undertaken are available by request from Ark's Compliance and Improvement Team.