

Complaints: Q2 July to September 2023

Summary of complaint activity

During Q2 July – September 2023, Ark received a total of thirteen complaints which has increased from nine in the previous quarter.

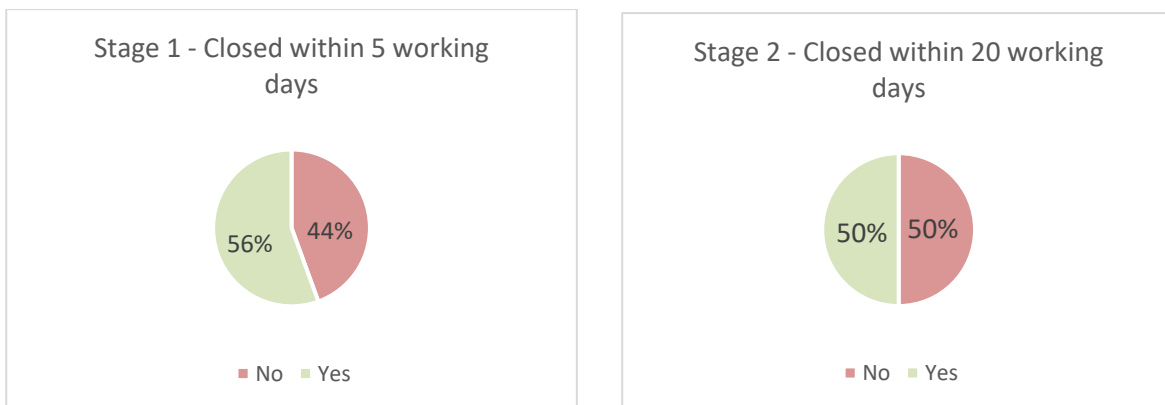
Nine complaints were responded to with a frontline response at Stage 1 with 12 points identified. ‘Frontline complaints’ are relatively straightforward complaints which can usually be responded to within five working days.

56% of Stage 1 complaints were closed within 5 working days. Four complaints were closed out with target with extensions agreed with the customers.

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.

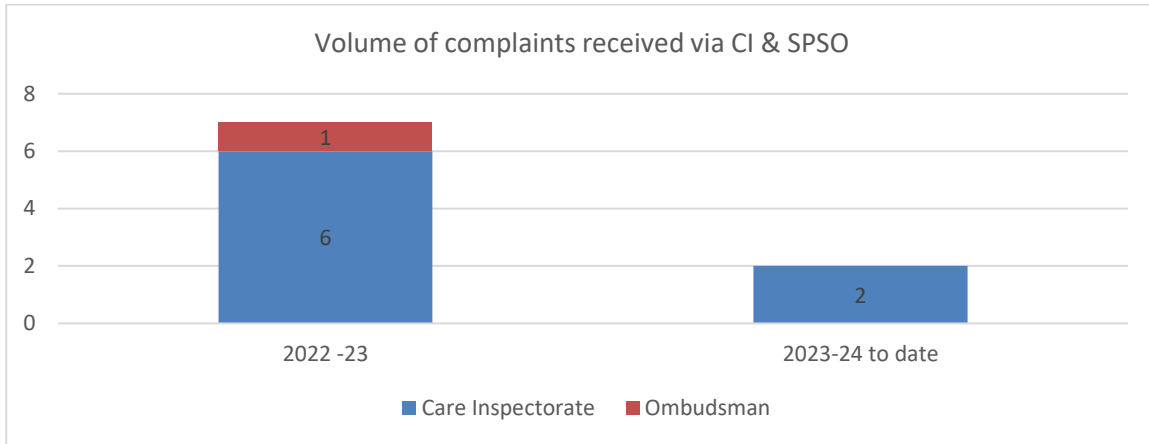
Four complaints were investigated directly at Stage 2 with fifteen points identified. Two of these complaints were received anonymously by the Care Inspectorate who asked us to carry out an investigation. Two complaints were closed within 20 working days and two complaints equating to 50% were closed out with target. One had an agreed extension with the customer and the other was closed within the target date provided by the Care Inspectorate.

The pie charts below demonstrate the percentage of complaints closed within target in Q2.

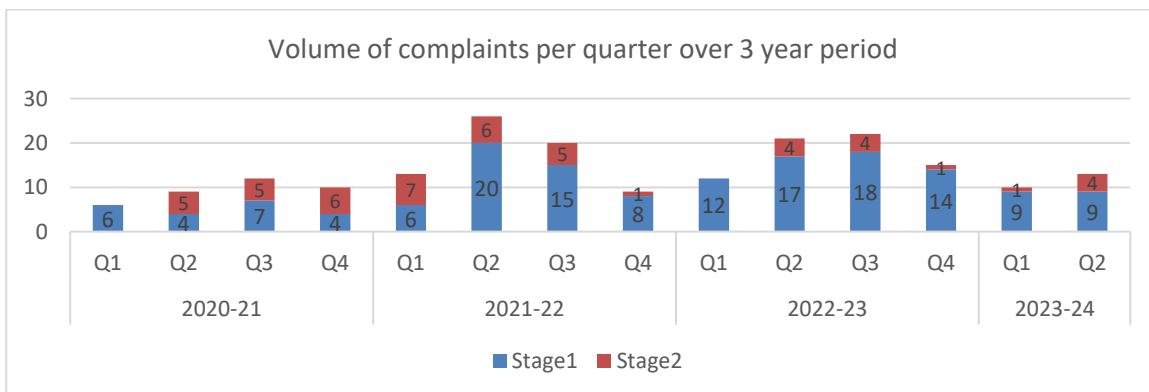
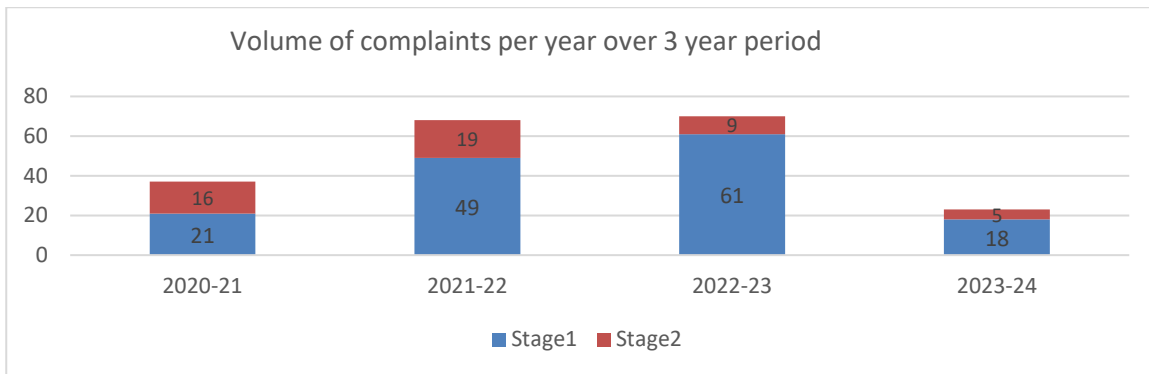


During Q2 we received two anonymous complaints from the Care Inspectorate. Both complaints were about different services, and both were not upheld following investigation. There were no complaints escalated to the Scottish Public Services Ombudsman (SPSO).

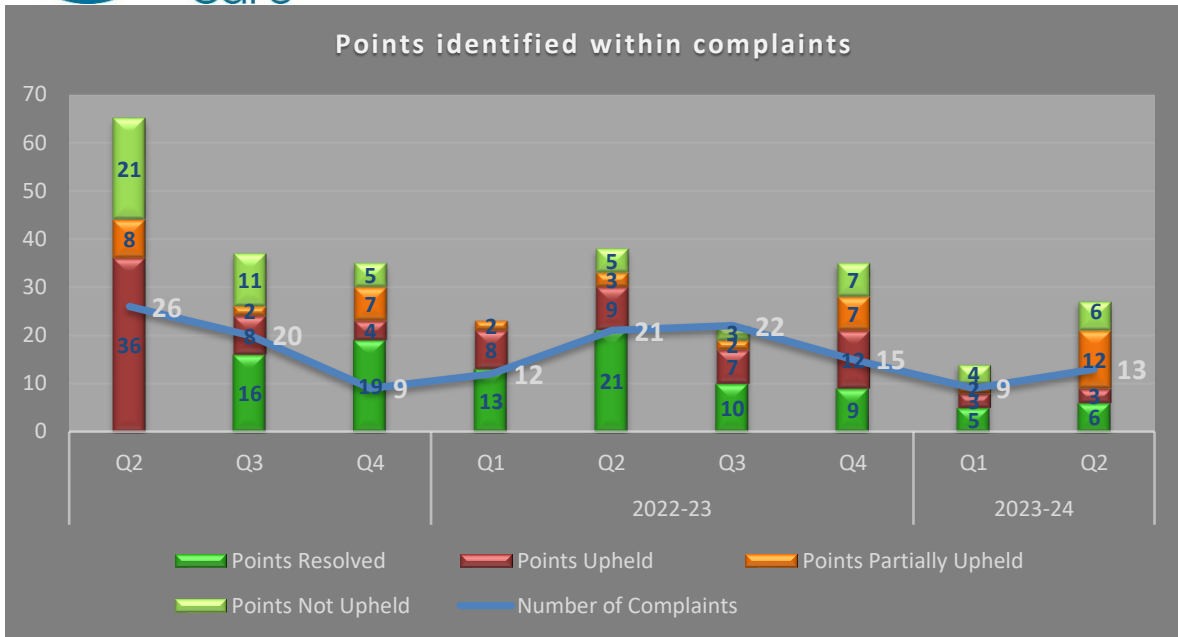
The below chart demonstrates the volume of complaints reported to the Care Inspectorate and the volume of complaints escalated to the Ombudsman within the current and previous reporting year.



The bar charts below demonstrate the volume of complaints received over a 3 year period. The increase in complaints during Q2 is consistent over this period. Following this trend, we expect a further increase in Q3. The overall volume of complaints 2023-24 year to date is 33% less than the same period last year.

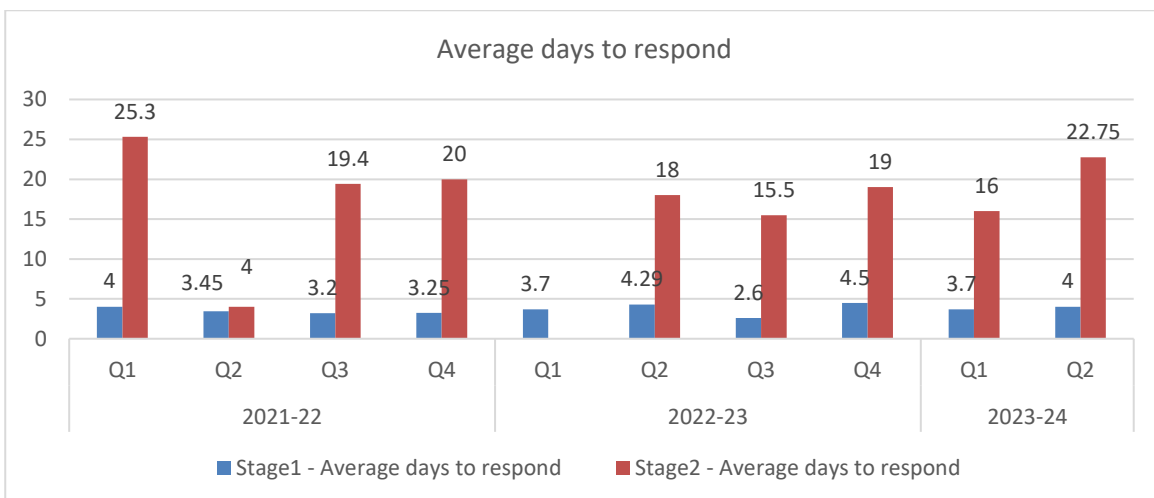


The below chart details the number of points identified within complaints over a 2 year period and identifies the volume of points Upheld, Partially Upheld, Resolved and Not Upheld.



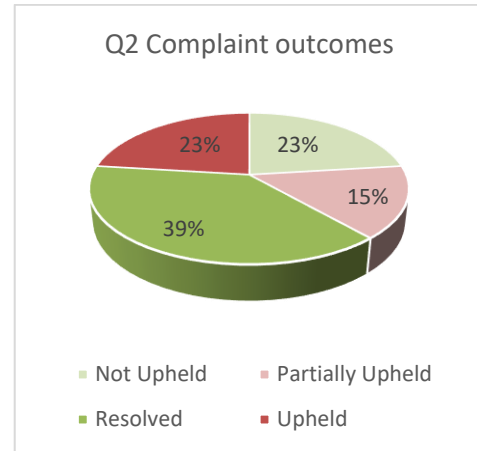
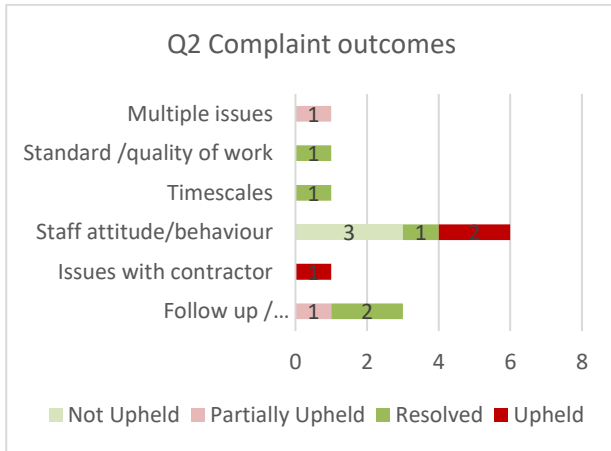
The bar chart below demonstrates the average response time for Stage 1 and Stage 2 complaints each quarter over the last two reporting years and this year to date. Stage 1 average response times have been fairly consistent. There is a slight increase in Q2 with an average of 4 days to respond. This has increased from 3.7 days last quarter but remains consistent with the average response time reported within the same period last year.

Stage 2 average response times vary but have remained within target. There has been a significant increase in Q2 with an average response time of 22.75 days. This has increased from 16 days last quarter and has taken us over target for the first time since Q1 2021. This is due to the completion time of one complaint where there was challenges with availability of staff during the investigation and then the customer added additional items to be investigated which led to the complaint response time being extended to 29 days.

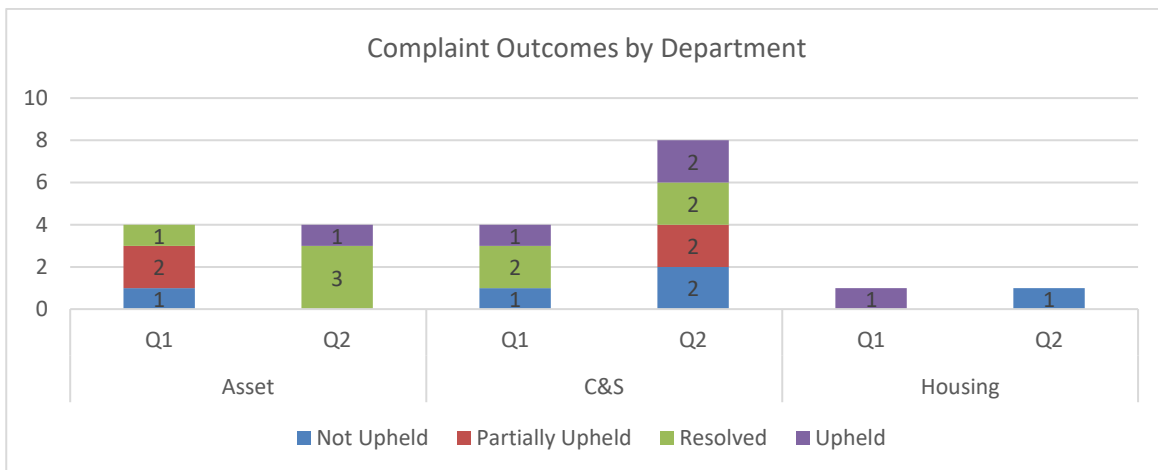


The charts below demonstrate the outcome of complaints within Q2. A complaint is resolved when both (the organisation) and the customer agree what action (if any) will be taken to provide full and

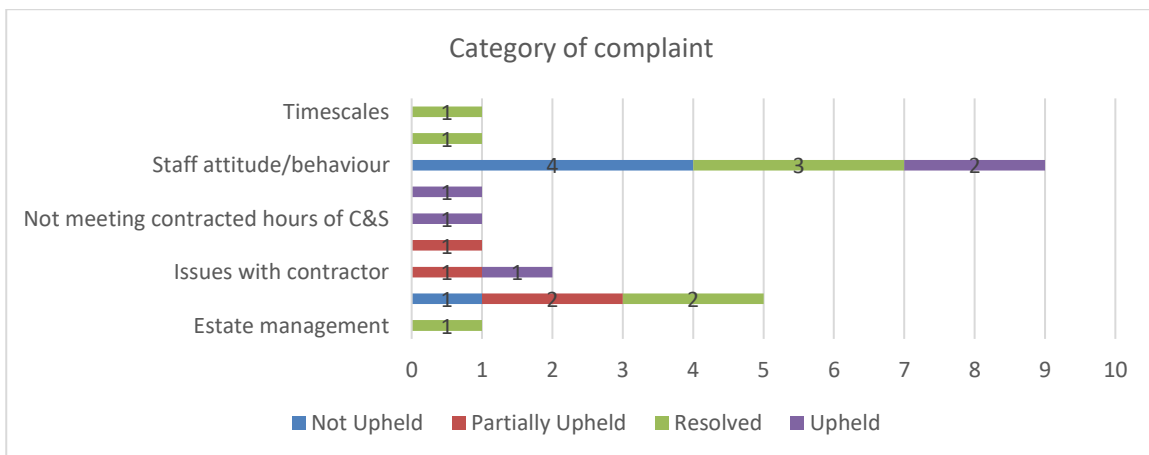
final resolution for the customer, without making a decision about whether the complaint is upheld or not upheld.



The departmental breakdown of complaints year to date is as follows:



The below chart sets out the complaints by category Year to date. Staff attitude/behaviour is the most common complaint received although 45% of these complaints were not upheld.



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 reporting year for responding at Stage 1 and 2 of the complaints handling procedure.

Scottish Public Services Ombudsman (SPSO) Indicators	Target/Guidance	2023/24					2022-23
		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	9	9			18	61
Stage 2 (Investigated directly at Stage 2)	The total number of complaints received	0	4			4	8
Escalated to Stage 2	The total number of complaints escalated	1	0			1	1
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	5			12	50
	Percentage	87.50%	56%			71.00%	82.00%
Stage 2 - the number of complaints closed in full at stage 2 within 20 working days	Number	1	2			3	7
	Percentage	100%	50%			75%	78%
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	4.1			3.86	3.77
Stage 2 - average time in working days to respond to complaints (Including escalated complaints)	20 Working Days	16	22.75			19.37	17
Indicator Four: the outcome of complaints at each stage							
Stage 1	Upheld	2	3			5	21
	Partially Upheld	1	1			2	7
	Not Upheld	2	1			3	4
	Resolved	3	4			7	29
Stage 2 (Investigated directly at Stage 2)	Upheld	0	0			0	4
	Partially Upheld	1	1			2	2
	Not Upheld	0	2			2	1
	Resolved	0	1			1	2

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 agreed in response to complaints received within this quarter. These actions will be monitored and signed off by the relevant department leads.

Complaint category	Action
Staff attitude/behaviour	<ul style="list-style-type: none"> ➤ Matters discussed at team meetings and review meetings. ➤ CSM will observe Support workers practice and take appropriate action in line with Ark's policies & procedures
Multiple Issues	<ul style="list-style-type: none"> ➤ Review PBS plan and ensure staff aware of content. ➤ Ear defenders to be used when supported person is out. ➤ Management team to discuss and agree ongoing comms. ➤ Aims manager to review system of agreement of review document by all attending and how to ensure staff are aware of this information
Issues with contractor	<ul style="list-style-type: none"> ➤ Concerns to be raised with contractor
Follow up / communication	<ul style="list-style-type: none"> ➤ Staff reminded to give Guardians all available information and to record this in the "correspondence" area of the person's AIMS file. ➤ Stage 3 adaptation training to be rolled out across the Asset Team
Timescales	<ul style="list-style-type: none"> ➤ Improved tracking and management of outstanding repairs to be arranged