



Ark[®]

People
Housing
Care

Annual Complaints Report 2023-24

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Introduction

Introduction

This is Ark's annual complaints performance report which provides information on customer complaints received and closed between 1 April 2023 and 31 March 2024.

Ark always aims to provide the highest possible quality of service to our customers but recognise that there are times when things go wrong and fail to meet our expected standards.

Complaints Handling Procedure

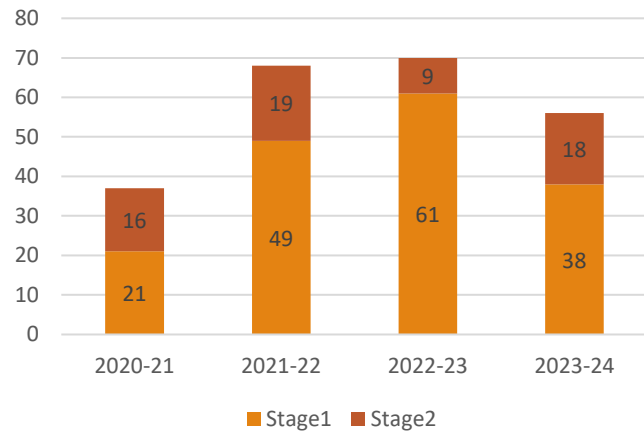
Ark's Complaints Handling Procedure reflects Ark's commitment to valuing complaints. It seeks to resolve customer dissatisfaction as close as possible to the point of service delivery and to conduct thorough, impartial, and fair investigations of customer complaints so that, where appropriate, we can make evidence-based decisions on the facts of the case.

Complaints give us valuable information we can use to improve service provision and customer satisfaction. Ark's [Complaints Handling Procedure Customer Guide](#) is published on our website.

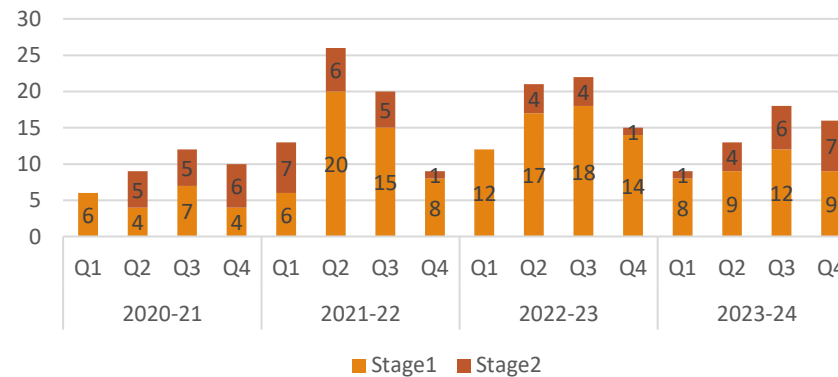


Complaint Trends & Performance

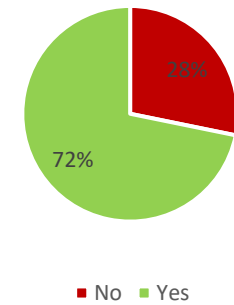
Volume of complaints over 4 year period



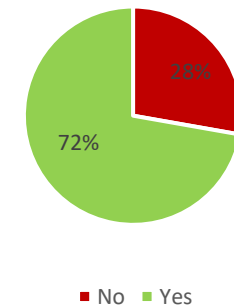
Volume of complaints per quarter over 4 year period



Stage 1 - Closed within 5 working days



Stage 2 - Closed within 20 working days



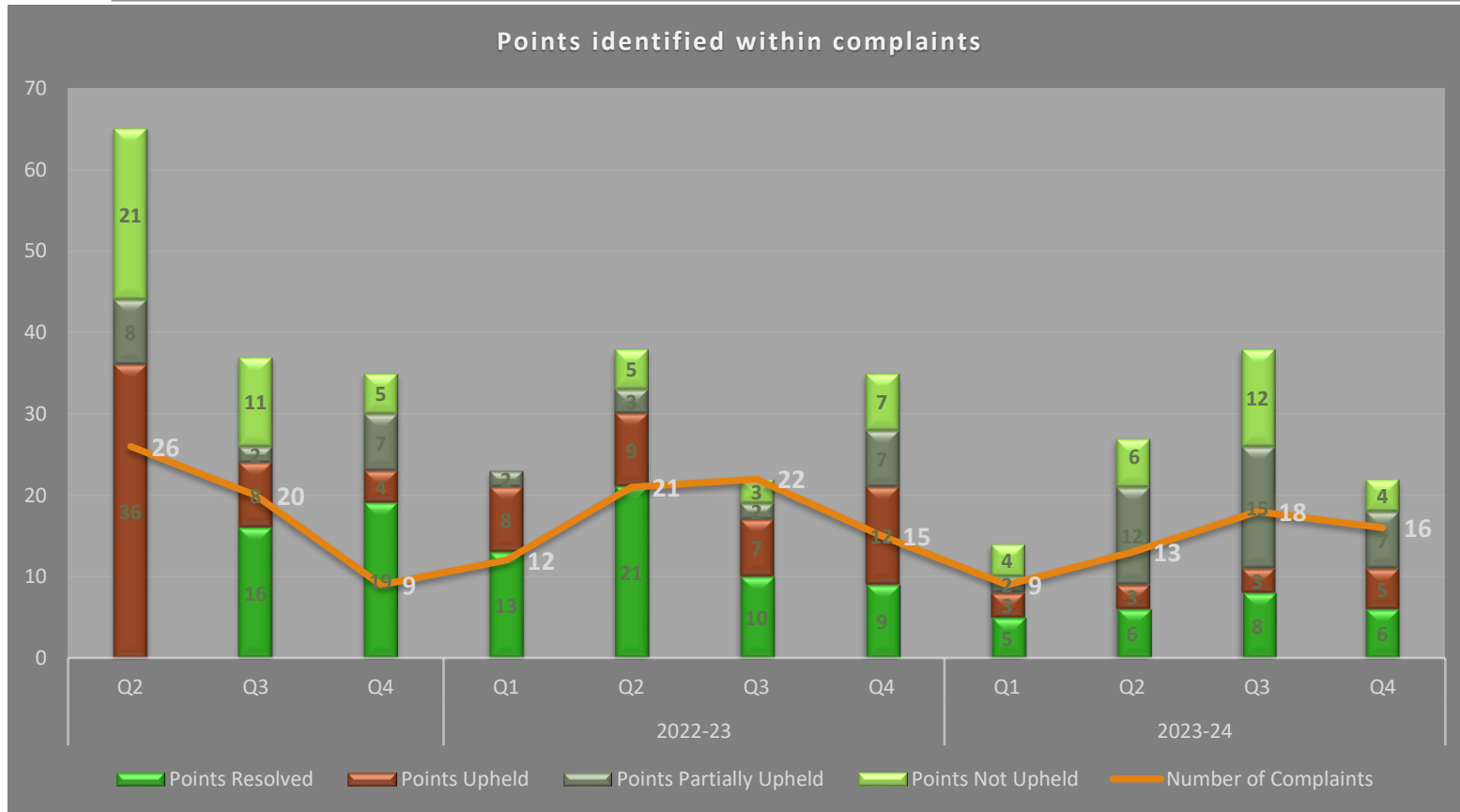
In 2023-24, Ark received a total of 56 complaints which reduced from 70 in the previous year.

38 were responded to with a frontline response at Stage 1. 'Frontline complaints' are relatively straightforward complaints which can usually be responded to within five working days. 72% of Stage 1 complaints were closed within 5 working days. 11 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. 18 complaints were investigated at Stage 2 with 72% closed within 20 working days. 5 complaints were responded to out with target due to the extent of investigation required. The extensions were agreed with the customers.

The overall volume of complaints in 2023-24 is 20% less than 2022-23.

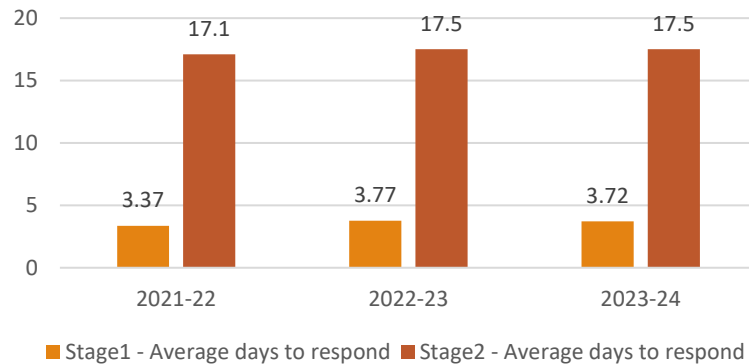
Complaint Trends & Performance



This chart demonstrates 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. During 2023-24 the number of points raised has reduced by 14% from the previous year.

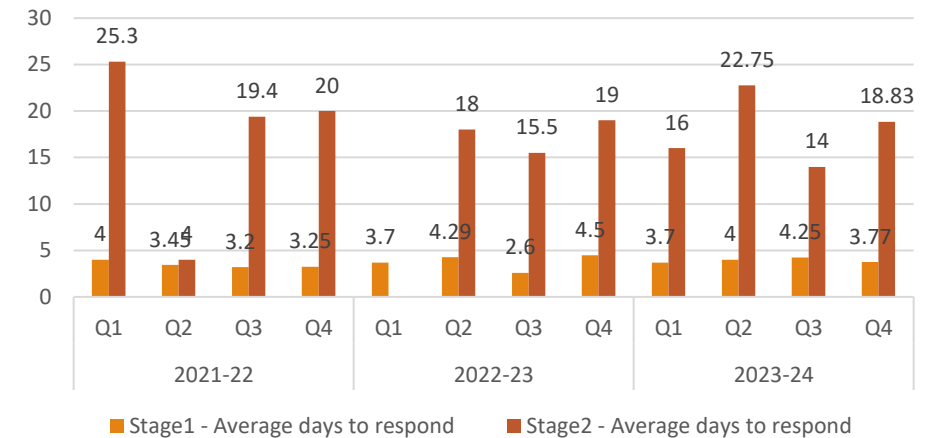
Complaint Trends & Performance

Average annual response times

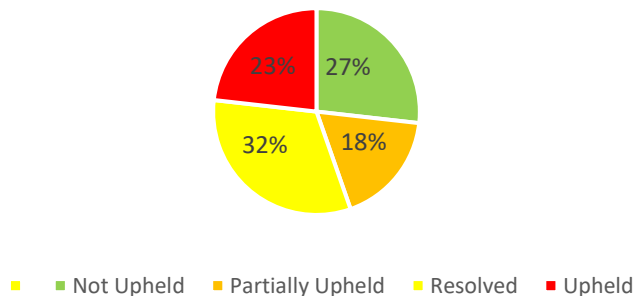


These bar charts demonstrate the average response time for Stage 1 and Stage 2 complaints each quarter over the last three reporting years. Stage 1 average response times in 2023-24 have been fairly consistent and remained within target. This is consistent with the previous two years. Stage 2 average response times vary but have mainly remained within target throughout 2023-24. There was a delay in Q2 2023-24 responding to one complaint due to the extent of investigation required. This increased our average response time to 22.75 working days which is over target for the first time since 2021.

Average response times by quarter

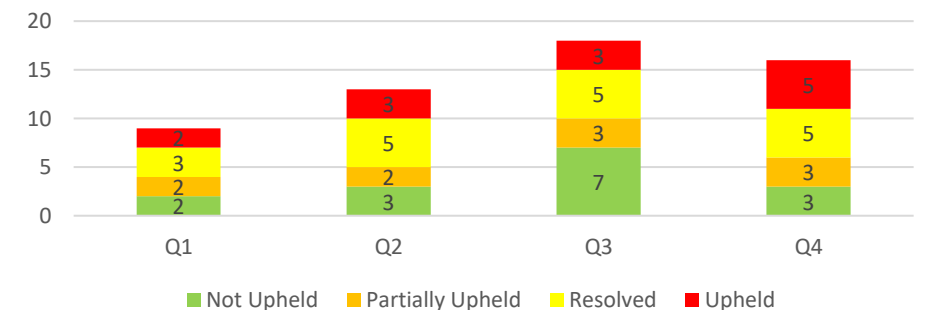


Complaint outcomes 2023-24



These charts demonstrate the outcome of complaints raised in 2023-24. 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.

Complaint outcomes 2023-24



| Scottish Public Services Ombudsman (SPSO) Indicators | Target/Guidance | 2023/24 | 2022-23 |
|---|--|----------------|----------------|
| | | Year End 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 | 38 | 61 |
| Stage 2 (Investigated directly at Stage 2) | The total number of complaints received | 14 | 8 |
| Escalated to Stage 2 | The total number of complaints escalated | 4 | 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 | 28 | 50 |
| | Percentage | 72% | 82% |
| Stage 2 -the number of complaints closed in full at stage 2 within 20 working days | Number | 13 | 7 |
| | Percentage | 72% | 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 | 3.72 | 3.77 |
| Stage 2 - average time in working days to respond to complaints (including escalated complaints) | 20 Working Days | 17.5 | 17 |
| Indicator Four: the outcome of complaints at each stage | | | |
| Stage 1 | Upheld | 9 | 21 |
| | Partially Upheld | 5 | 7 |
| | Not Upheld | 8 | 4 |
| | Resolved | 16 | 29 |
| Stage 2 (Investigated directly at Stage 2) | Upheld | 3 | 4 |
| | Partially Upheld | 4 | 2 |
| | Not Upheld | 5 | 1 |
| | Resolved | 2 | 2 |

Learning From Complaints
 Ark is committed to improving service delivery by applying learning from complaints. Some of the actions that have been agreed in response to complaints received in 2023-24 are noted here. These actions are monitored and signed off by the relevant Department Heads on completion.

Staff member will complete a reflective account on professional boundaries and communication

Rota to be emailed to supported person and Guardian copied into the email before 5pm every Friday with details of who is supporting the following week. Where there is a support gap on rota this should say to be confirmed and sufficient notice given by email if cover has been sought or not.

Ark Finance will send invoices and financial information directly to the Power of Attorney where these are in place

Provide a comprehensive breakdown of the charges billed to customer for electricity, gas, Wi-Fi and Sanitary Bins over the course of the 2023/24 financial year

Overhaul the invoicing process for all utility services provided to tenants so that a breakdown of the energy bills is provided with each invoice, regardless of whether these are paid via standing order. This will require incorporation into our new Finance system which is due to go live over the next three months and will require sufficient process updates to allow this to work smoothly.

Refresher training on HM04a procedure and using the Arrears Functionality on Rubixx

Further AIMS training for staff to be planned with AIMS Manager to ensure communication Compliance.

Absence Management Reporting to be discussed within Team meeting.

When a DD needs to change, the CSA will send a "task" in Rubixx to the HSO, advising them of what the requested change is. The HSO will check what impact this may have and, if applicable, will update Rubixx with the repayment arrangement, e-mail/post a copy of the ALLPAY DD letter, along with a rent statement and a covering letter confirming if the DD amount includes an additional amount towards the arrears and how long it will take for the arrears to be cleared.

Task applied to supporting activities each Monday so staff can support supported person to put the names of staff supported for the week on calendar.

To ensure all delegated powers are on AIMS and that staff are aware of what these are

Open communication to be had with Guardian about why the hours may need to be reduced in future so that they have a clearer understanding.

Discuss within supervisions the Shift Lead Folder to ensure that all staff are aware and confident in dealing with absence out with business hours.

To educate staff team on the different legal powers that come with Welfare & POA.

DD training for all staff members

Stock Condition Survey to be carried out on any properties not listed on the AIMS

Organisational recruitment and retention are part of Ark's business plan and C&S Strategy. Measures have been identified to improve recruitment. A pilot of Talent & Engagement Officer to support services where there are high vacancies.

What's Next?

- We are continuing through our implementation journey of our new Housing Management system Rubixx, which includes a complaints function with tracking and reporting functionality. We are currently testing the complaint's function and hope to have this rolled out within the next financial year 2024-25.
- We will continue with the use of our e-learning complaint handling training and have arranged additional training delivered by the Scottish Public Services Ombudsman (SPSO) where our staff will receive formal accreditation on completion of the course.
- We will encourage staff to continue to raise and resolve complaints during the first contact they have with our customers. We expect to see an increase in complaints being recorded as we focus further on recording all areas of dissatisfaction, this feedback is vital to improving our services. We will welcome your feedback with open arms.
- We will continue to monitor and sign off completion of the actions recorded on our Lessons Learned action tracker to ensure that service improvements continue to be implemented.

