



Ark[®]

People
Housing
Care

Annual Complaints Report 2022-23

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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 2022 and 31 March 2023.

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

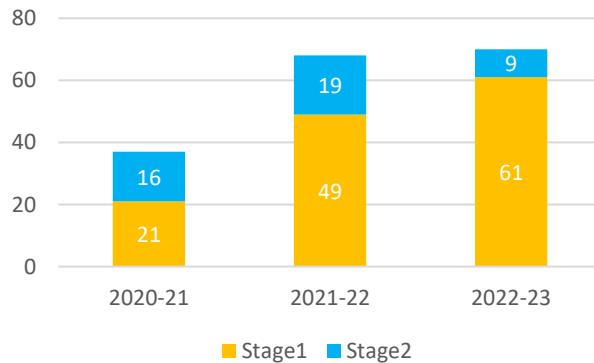
Ark's Complaints Handling Procedure reflects Ark's commitment to valuing complaints. It seeks to resolve customer dissatisfaction as close as possible to the point of service delivery and to conduct thorough, impartial, and fair investigations of customer complaints so that, where appropriate, we can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

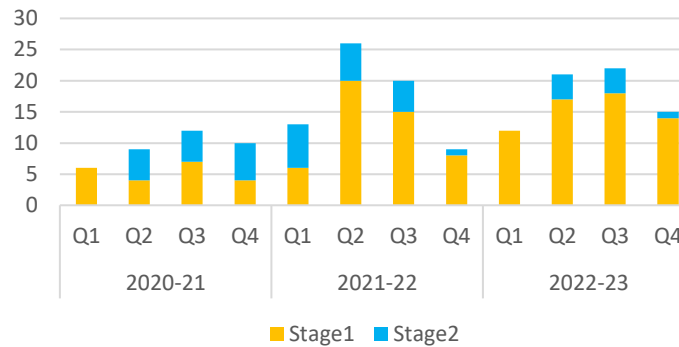


Complaint Trends & Performance

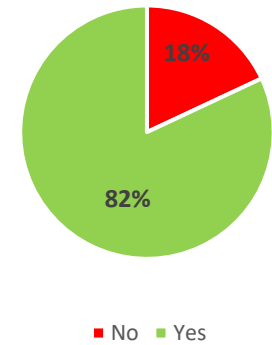
Volume of complaints over 3 year period



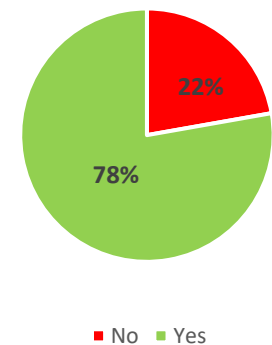
Volume of complaints per quarter over 3 year period



Stage 1 - Closed within 5 working days



Stage 2 - Closed within 20 working days



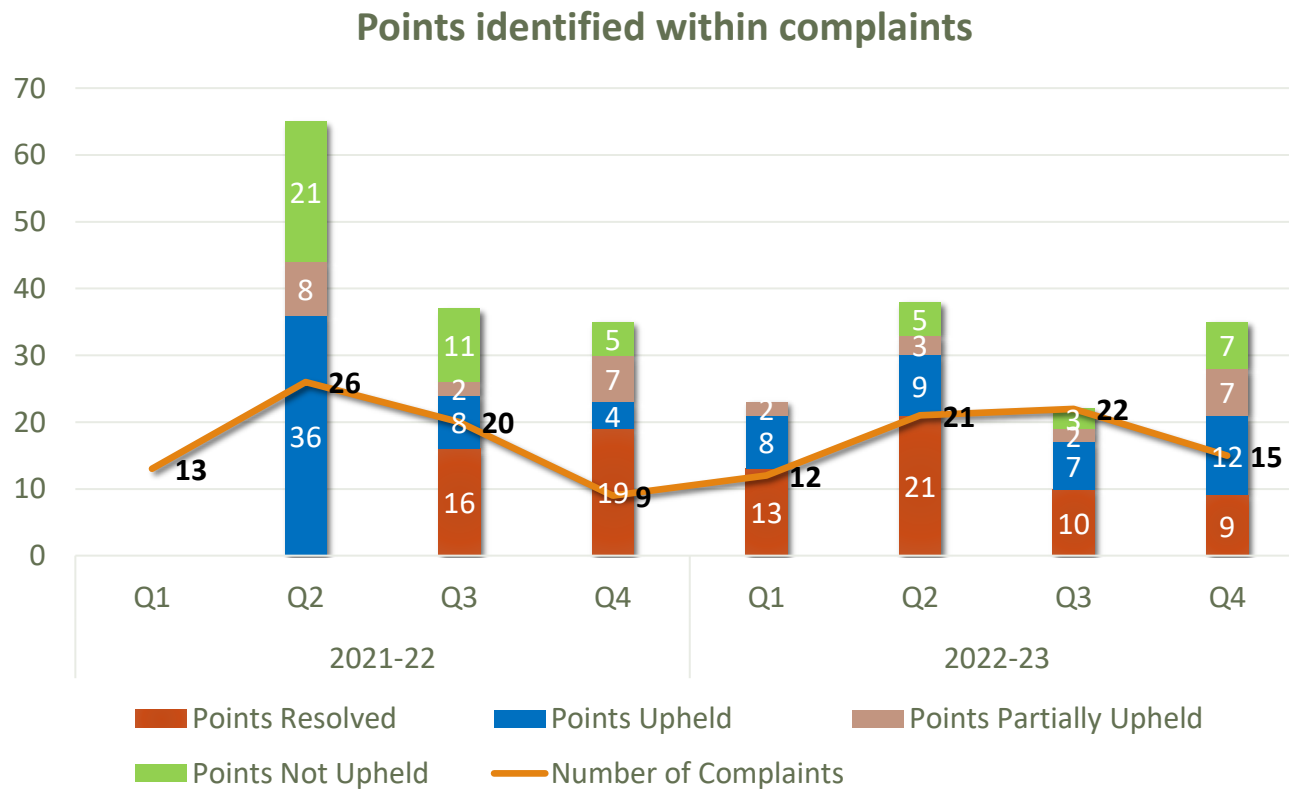
In 2022-23, Ark received a total of 70 complaints which has increased slightly from 68 in the previous year.

61 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. 82% 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. 9 complaints were investigated at Stage 2 with 78% closed within 20 working days. 2 complaints were responded to out with target due to the extent of investigation required. The extensions were agreed with the customers.

The volume of complaints received in 22-23 remains consistent with the volume of complaints received in the previous year with a 53% reduction in the number of complaints investigated at Stage 2.

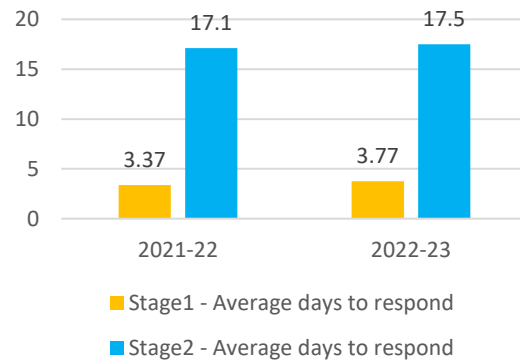
Complaint Trends & Performance



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 2022-23 the number of points raised has reduced by 14% from the previous year.

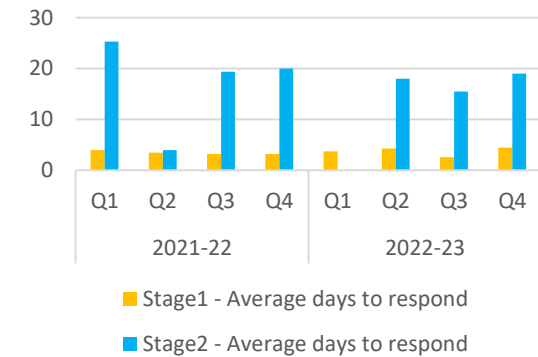
Complaint Trends & Performance

Average days to respond annually

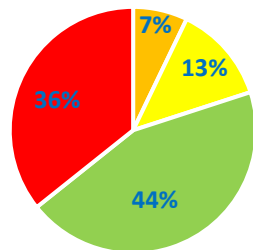


These bar charts demonstrate the average response time for Stage 1 and Stage 2 complaints each quarter over the last two reporting years. Stage 1 average response times in 2022-23 have been fairly consistent and remained within target. This is consistent with the previous year. Stage 2 average response times vary but have remained within target throughout 2022-23.

Average days to respond per quarter

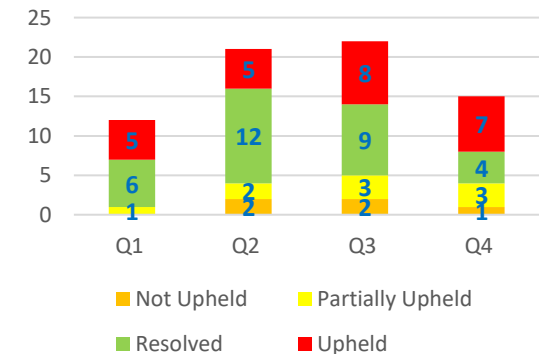


Complaint outcomes 2022-23



These charts demonstrate the outcome of complaints raised in 2022-23. 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 2022-23



■ Not Upheld ■ Partially Upheld ■ Resolved ■ Upheld

Scottish Public Services Ombudsman (SPSO) Indicators	Target/Guidance	Year End Total 2022-23
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	61
Stage 2 (Investigated directly at Stage 2)	The total number of complaints received	8
Escalated to Stage 2	The total number of complaints escalated	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	50
	Percentage	82.00%
Stage 2 -the number of complaints closed in full at stage 2 within 20 working days	Number	7
	Percentage	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	3.77 Working Days
Stage 2 - average time in working days to respond to complaints (including escalated complaints)	20 Working Days	17 Working Days
Indicator Four: the outcome of complaints at each stage		
Stage 1	Upheld	21
	Partially Upheld	7
	Not Upheld	4
	Resolved	29
Stage 2	Upheld	4
	Partially Upheld	2
	Not Upheld	1
	Resolved	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 2022-23 are noted here. These actions are monitored and signed off by the relevant Department Heads on completion.

Review shift leading information

Audit the first year Programme of the Works and visits by contractor X to ensure service delivery and standards have been met.

All current/retained contractors and going forward new contractors to be placed on Nat fed contracts.

A review will be undertaken to clearly outline where responsibilities lie between Housing & Asset teams.

Up to date contractor numbers of OOH procedure and contact numbers to be issued again to all relevant contacts.

Bins are now considered at any further deregistration's

Share a copy of contractor X service specification.

New industrial laundry equipment has been purchased

Full consideration to be given to adaptations required before property allocation.

Quarterly contract review meetings to be scheduled with all contractors for the year. Agenda and notes to be set and recorded.

Reiteration to all customers that the route for requesting repairs be made is via the central Repairs line.

Relationship Management Meetings to be scheduled with all external care providers.

Officer to carry out regular visits to assess the standard of cleaning by contractor X.

Ensure that staff understand and adheres to all policies and procedures.

Staff to receive one-to-one training to ensure there a no knowledge gaps in relation to providing appropriate care and support.

Notice boards to be reviewed and information updated as required.

Process reviewed to ensure accounts are closed off within appropriate timescale.

Review carried out on follow up procedures for outstanding works.

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. Our customers will have access to a portal where they will be able to record and view progress of their complaint.
- We will continue with the use of our e-learning complaint handling training and are looking into 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 next year 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.
- In addition to providing reports on our complaint handling performance to our board on a quarterly basis, The Scottish Public Services Ombudsman (SPSO) required organisations to publish an annual complaints report on their website, with the first report being published in 2023. We will continue to develop and share an annual complaints report each year.
- We will continue to participate in the Scottish Complaint Handlers Network, where members promote and share best practice in relation to complaint handling.

