

## **Complaints: Q1 April - June 2024**

### Summary of complaint activity

During Q1 April to June 2024, Ark received a total of twelve complaints which has reduced from sixteen in the previous quarter.

Eight complaints were responded to with a frontline response at Stage 1 with twenty points identified. 'Frontline complaints' are relatively straightforward complaints which can usually be responded to within five working days.

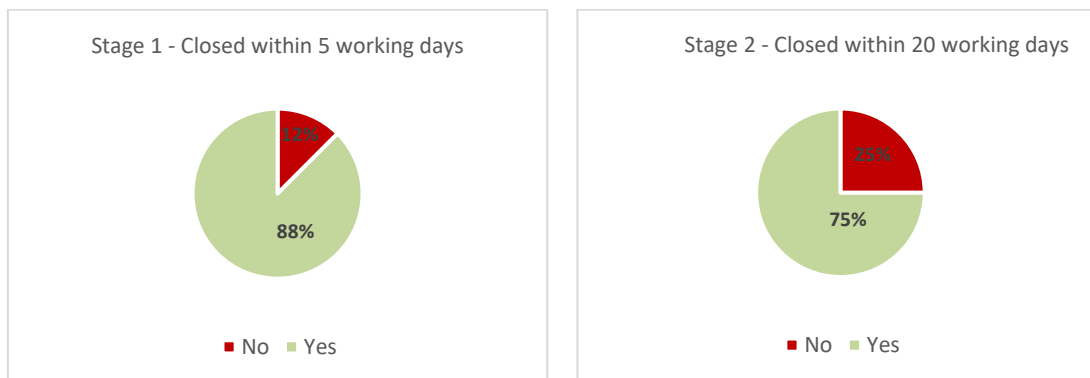
88% of Stage 1 complaints were closed within 5 working days. One complaint was closed out with target.

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 eleven points identified. 75% of these complaints were closed within our target of 20 working days. One complaint was closed over target due to a delay in reaching a satisfactory resolution with the customer. The customer was communicated with on several occasions before agreeing a successful outcome.

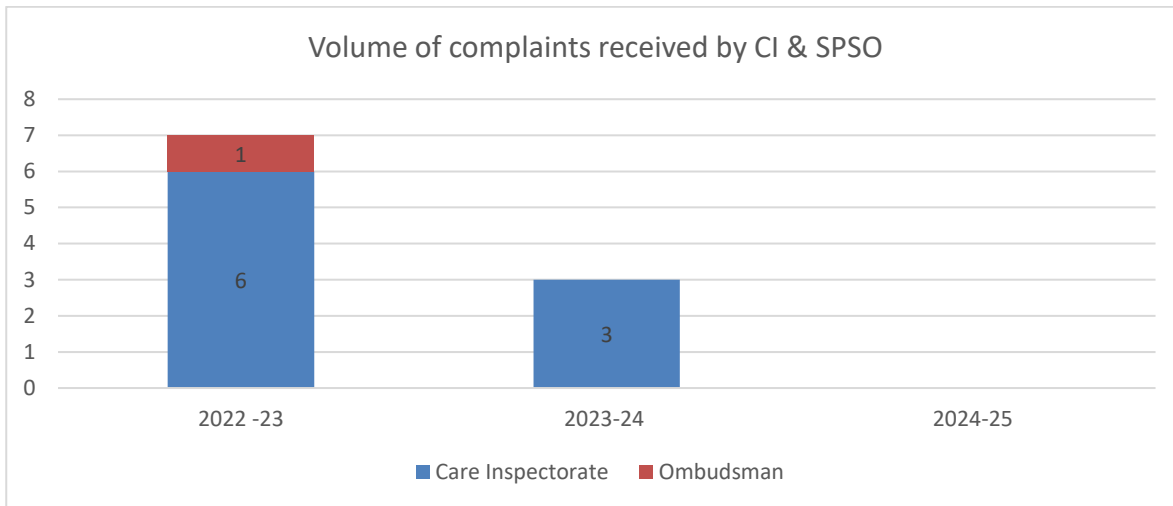
Zero complaints were escalated to Stage 2 due to the customer being dissatisfied with the frontline response.

The pie charts below demonstrate the percentage of complaints closed within target in Q1.

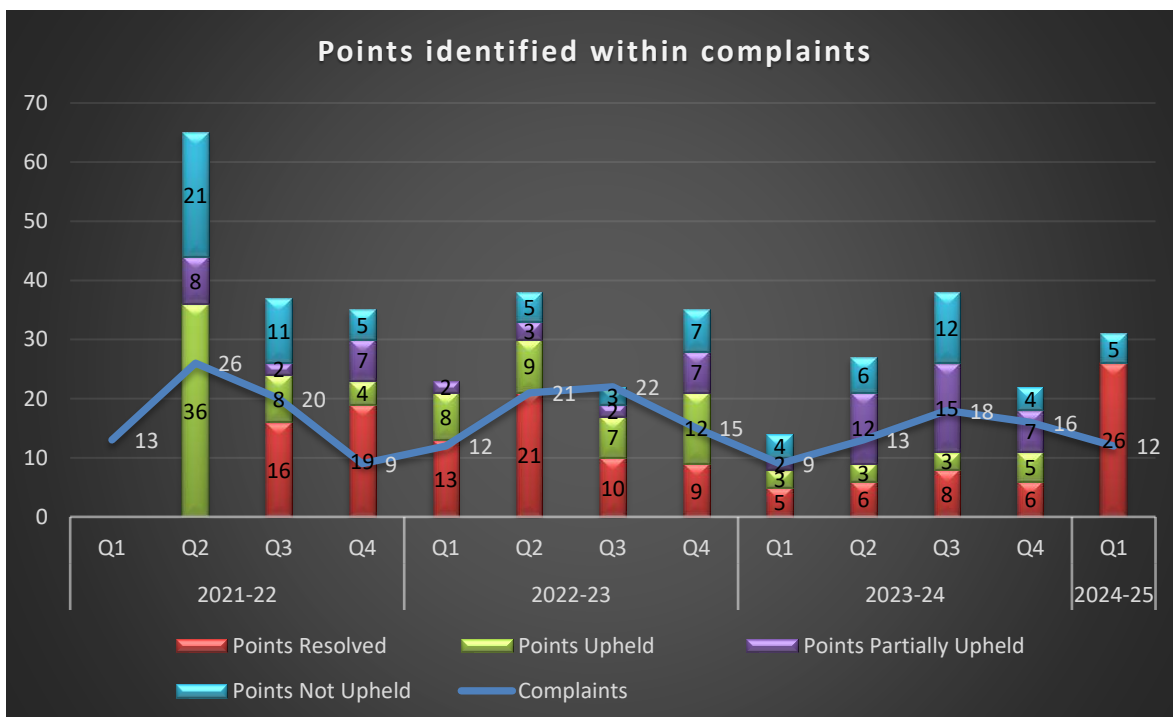


During Q1 no complaints were reported to the Care Inspectorate. No complaints were escalated to the Scottish Public Services Ombudsman (SPSO).

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 two reporting years.



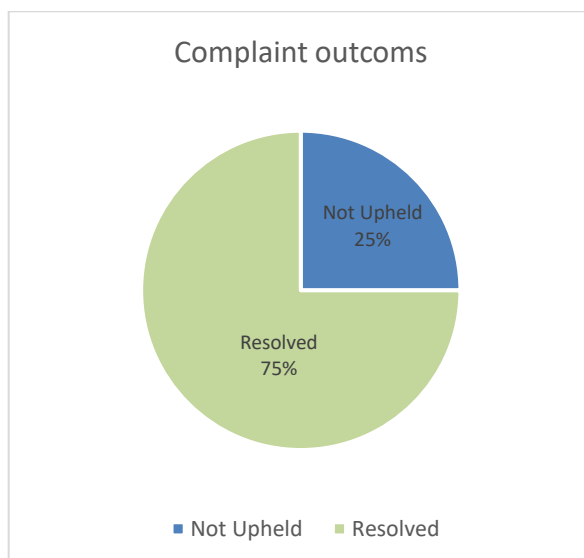
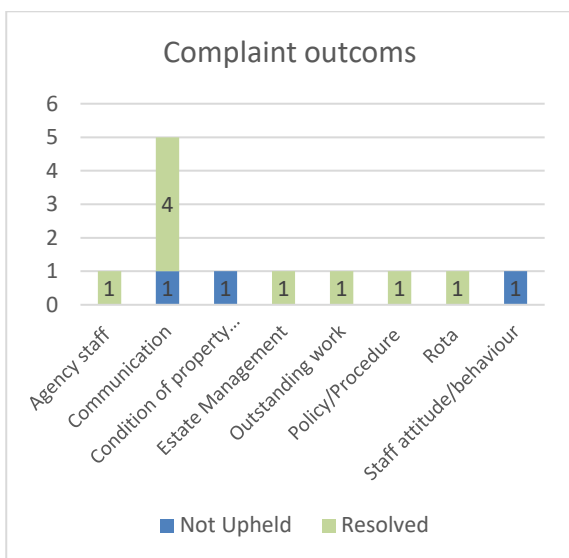
The below chart details the number of points identified within complaints over a 3 year period and year to date, identifying the volume of points Upheld, Partially Upheld, Resolved and Not Upheld.



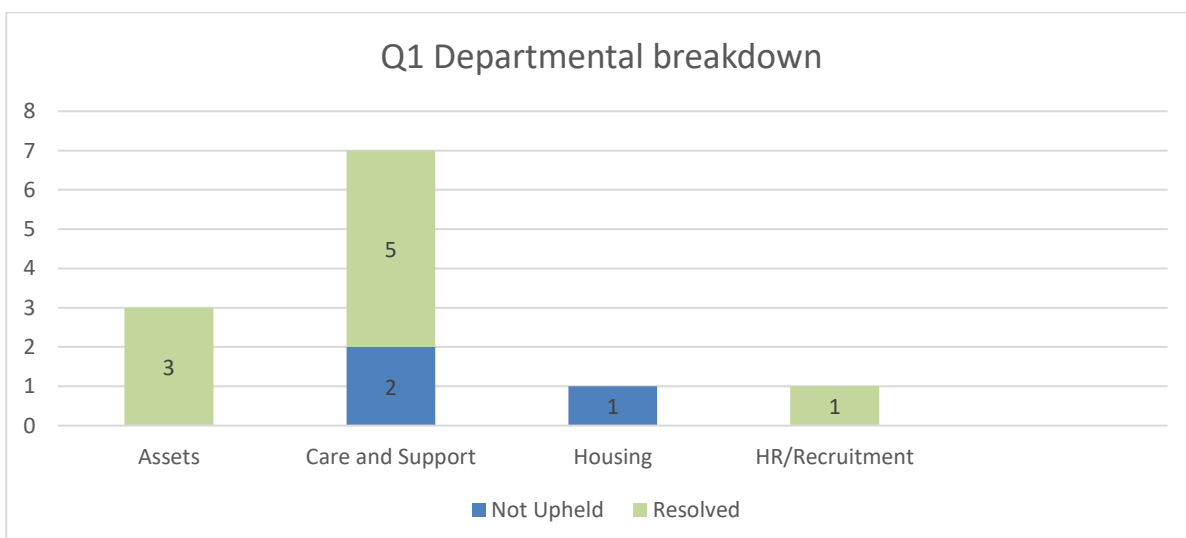
Stage 1 average response times have been fairly consistent with a slight reduction in Q1 2024-25 with an average of 3.7 working days to respond which is within the target of 5 working days. This has remained the same from the previous quarter.

Stage 2 average response times vary with an average response time in Q1 2024-25 of 16 working days which is within the target of 20 working days.

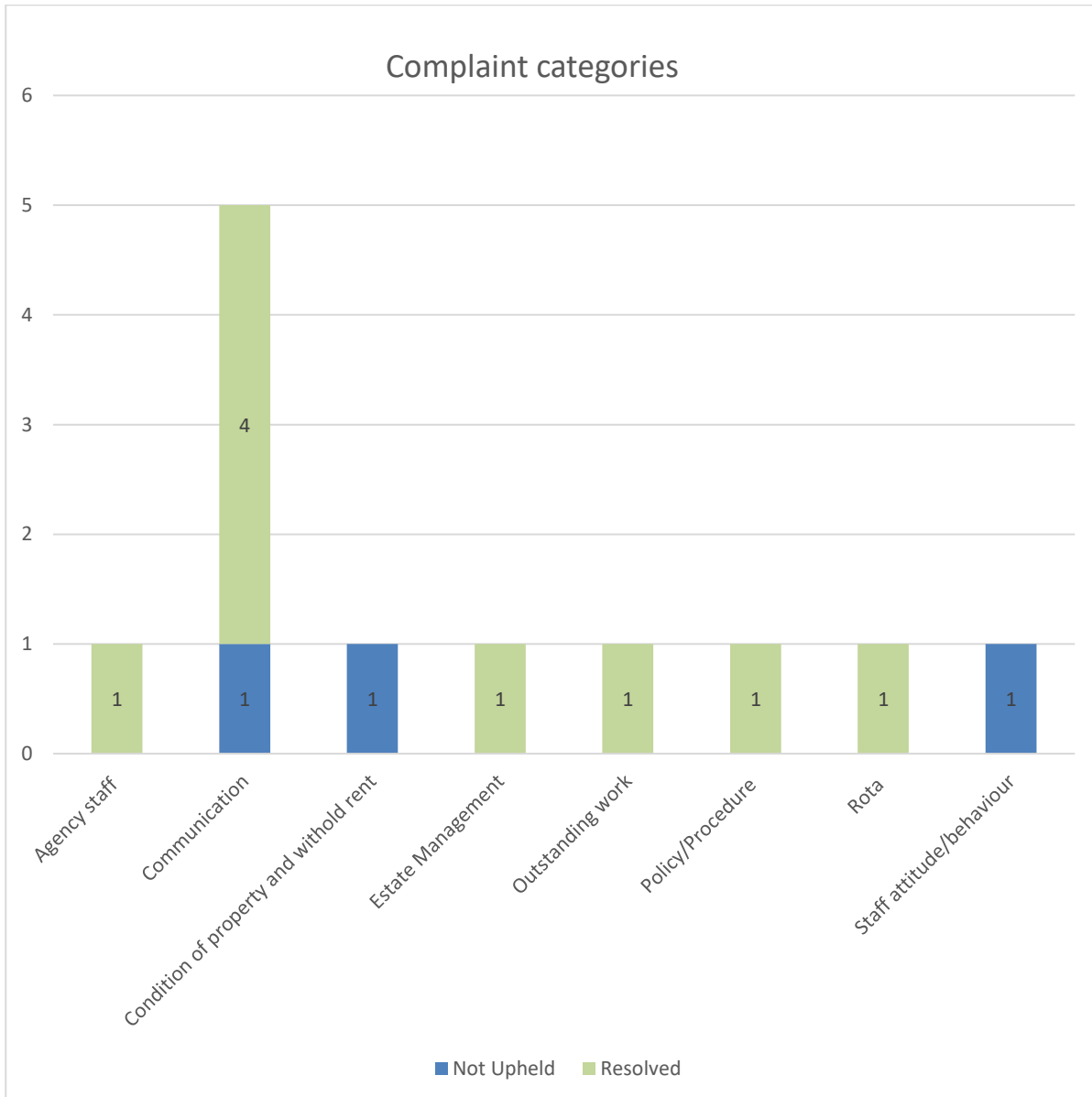
The charts below demonstrate the outcome of complaints within Q1. A complaint is resolved when both (the organisation) and the customer agree what action (if any) will be taken to provide full and final resolution for the customer, without making a decision about whether the complaint is upheld or not upheld.



The departmental breakdown of complaints in 2024-25:



The below chart sets out the complaints by category Year to date. Communication is the most common complaint received.



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	2024/25					2023-24
		Q1	Q2	Q3	Q4	Year to Date Total	Year End Total
<b>Indicator One - The total number of complaints received</b>							
Stage 1 (this includes escalated complaints, as they were first received at Stage 1)	The total number of complaints received	8				8	38
Stage 2 (Investigated directly at Stage 2)	The total number of complaints received	4				4	14
Escalated to Stage 2	The total number of complaints escalated					0	4
<b>Indicator Two: the number and percentage of complaints closed in full within the set timescales</b>							
Stage 1 - the number of complaints closed in full within five working days	Number	7				7	28
	Percentage	88.00%				88.00%	72.00%
Stage 2 - the number of complaints closed in full at stage 2 within 20 working days	Number	3				3	13
	Percentage	75%				75%	72%
<b>Indicator Three: the average time in working days for a full response to complaints at each stage</b>							
Stage 1 - average time in working days to respond to complaints	5 Working Days	3.7				3.7	3.75
Stage 2 - average time in working days to respond to complaints (including escalated complaints)	20 Working Days	16				16	17.5
<b>Indicator Four: the outcome of complaints at each stage</b>							
Stage 1	Upheld						9
	Partially Upheld						5
	Not Upheld	1				1	8
	Resolved	7				7	16
Stage 2 (Investigated directly at Stage 2)	Upheld						3
	Partially Upheld						4
	Not Upheld	2				2	5
	Resolved	2				2	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
Estate Management	<ul style="list-style-type: none"> <li>➤ Car park cleanliness to be added to staff meeting agenda and contact details for housing to be shared again with staff team so that they can raise concerns appropriately if the carpark/bin area is not maintained by mainstream tenants as well.</li> </ul>
Communication	<ul style="list-style-type: none"> <li>➤ The credit card procedure has been discussed and agreed to leave any incomplete credit card requests sitting in the inbox and not move to the folder until the whole process has been completed.</li> <li>➤ Any incomplete credit card purchases will be flagged in the mailbox.</li> <li>➤ More communication re updates to the CSM is required.</li> <li>➤ Discussed with HOF that any credit card purchases where he is required to sign quotes etc then the Finance member will include as much detail in the email regarding what is required to be done.</li> <li>➤ Customer Service Advisors to have more training on communicating with people with Autism and Learning Disabilities.</li> <li>➤ Communication from the Customer Service Advisors to be more accessible, for example, listen to the customer and then either repeat back what they have said for clarification or ask them to repeat if we are not sure what was said.</li> </ul>
Rota	<ul style="list-style-type: none"> <li>➤ ensure rota is up to date regarding supported person's activities.</li> </ul>
Staff attitude/behaviour	<ul style="list-style-type: none"> <li>➤ Clear guidelines to be put in place in the SP Good Life Plan regarding how we support person X. when they are displaying behaviours when in the community.</li> </ul>