

Q4 2024-25 Complaints Report

Complaint volumes

A total of 38 complaints were received in Q4, representing a notable increase from 24 in Q3. 21 complaints were handled at Stage 1 (frontline resolution). 14 complaints were investigated directly at Stage 2 (investigation), with an additional 3 complaints that were escalated from Stage 1 to Stage 2.

During Q4 2 complaints were reported to the Care Inspectorate and no complaints were escalated to the Scottish Public Services Ombudsman (SPSO).

Appendix 1 demonstrates the volume and timescales for responding to complaints within Q4 2024-25.

Response times

Stage	Target Response Time	Average Time (Q4)	% Resolved Within Target
Stage 1	5 working days	4.3 working days	84%
Stage 2	20 working days	16.5 working days	100%

Complaint outcomes

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.

Appendix 2 demonstrates the outcome of complaints within Q4 2024-25.

Learning from complaints

Ark continues to promote service improvement by embedding learning from complaints. Notable actions this quarter include:

Staff Attitude/Behaviour:

- Reinforcement of professional boundaries
- Staff protocols updated regarding utilities and customer support
- Weekly updates to families introduced

Standard of Care:

- Training on using mobile devices appropriately
- Improvements in recording support plans on AIMS
- Increased attention to rota management and customer engagement

Repairs:

- Enhanced classification and logging procedures
- Clearer communication regarding access and appointment arrangements
- New processes agreed to ensure that works orders are actioned immediately following an inspection

Scottish Public Services Ombudsman (SPSO) Indicators

Appendix 3 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.

Key issues and conclusions

There has been a clear increase in complaint numbers, which reflects greater awareness of recording any area of dissatisfaction. In some areas this identifies some emerging service challenges.

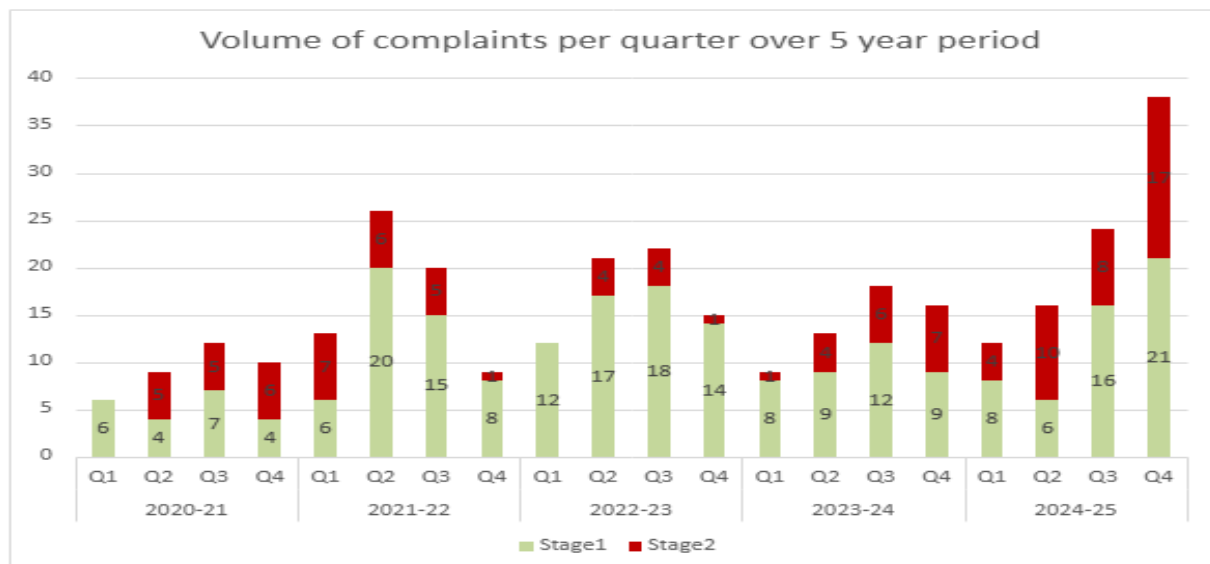
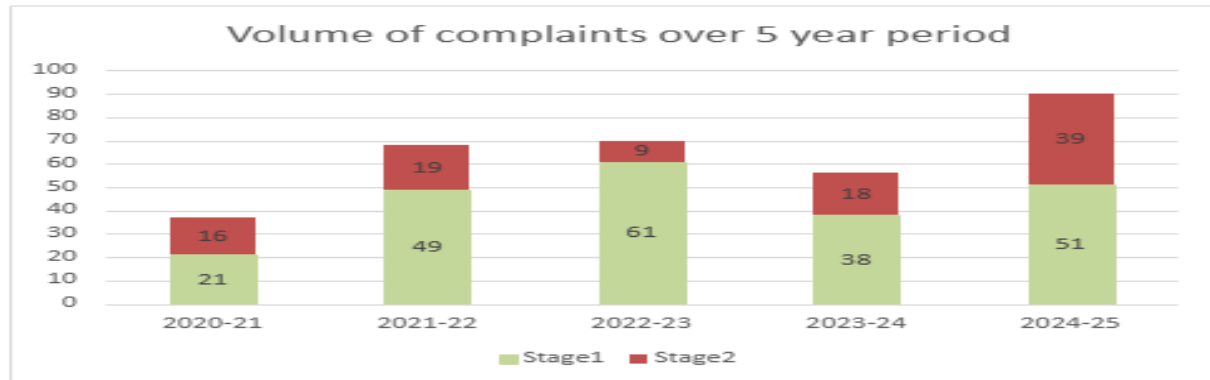
Response times have been consistently strong, particularly at Stage 2, where all cases were closed within target.

Learning from complaints has directly led to service improvements, demonstrating a proactive approach to quality assurance.

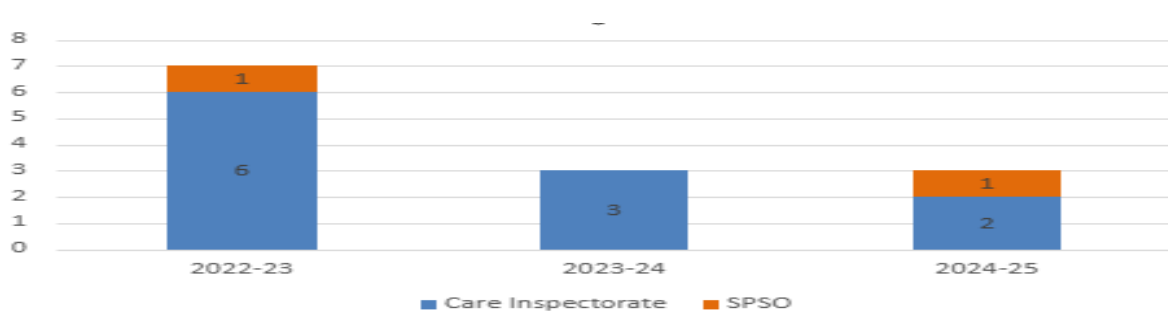
A continued emphasis on monitoring complaints and implementing lessons learnt will be key to maintaining high standards of service.

Appendix 1 – Complaint volumes and timescales

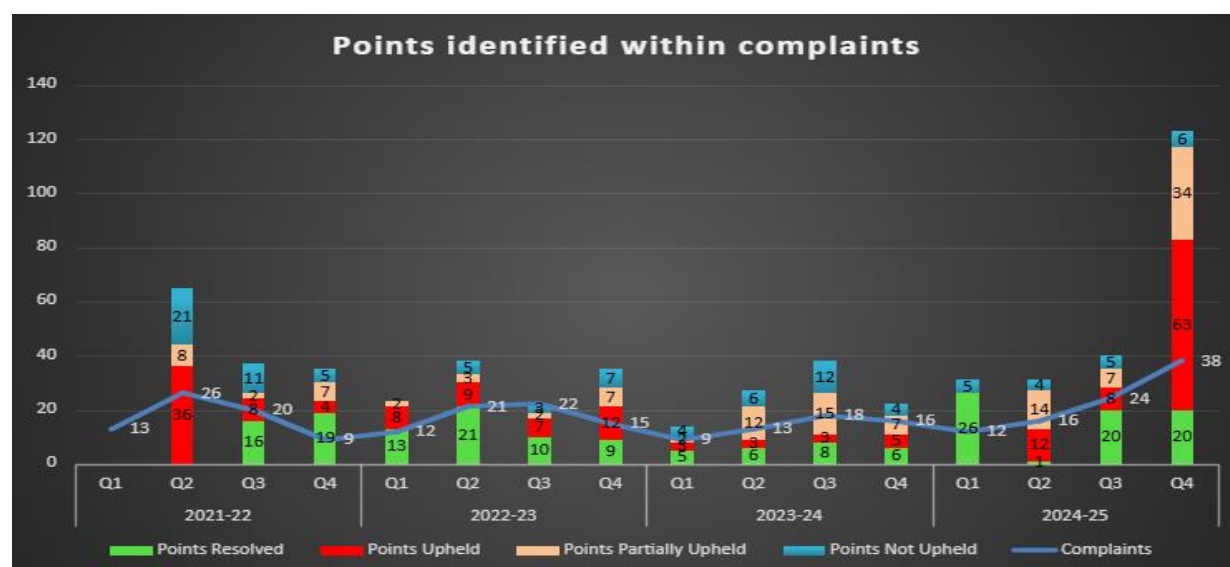
The bar charts below demonstrate the volume of complaints received over a 5-year period.



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.



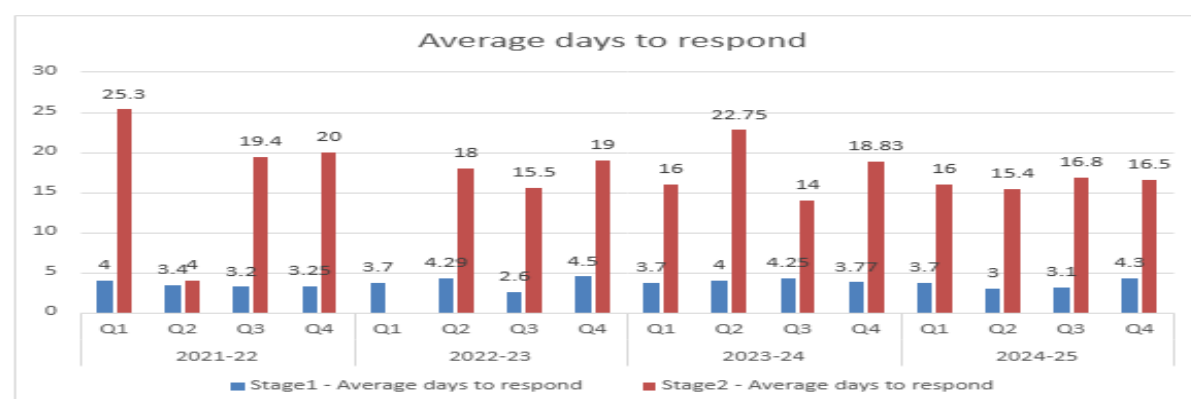
The below chart details the number of points identified within complaints over a 4 year period, identifying the volume of points Upheld, Partially Upheld, Resolved and Not Upheld.



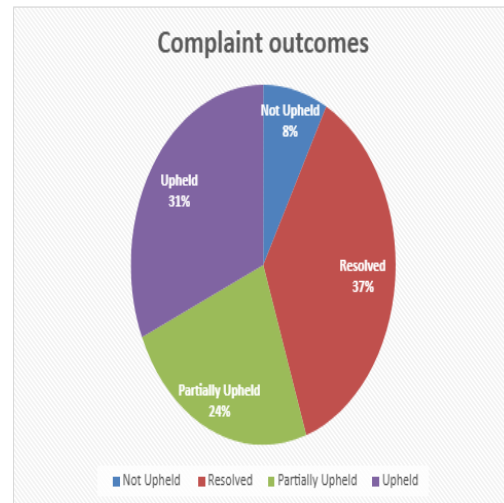
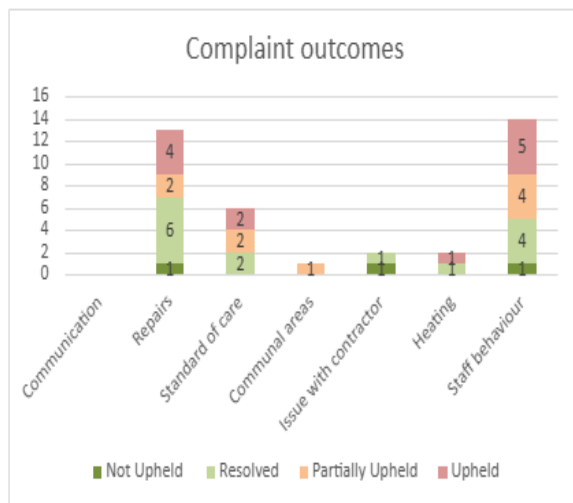
The bar chart below demonstrates the average response time for Stage 1 and Stage 2 complaints each quarter over the last three reporting years.

Stage 1 average response times have been fairly consistent with a slight increase in Q4 2024-25 with an average of 4.3 working days to respond which is within the target of 5 working days. This has increased slightly from the previous quarter.

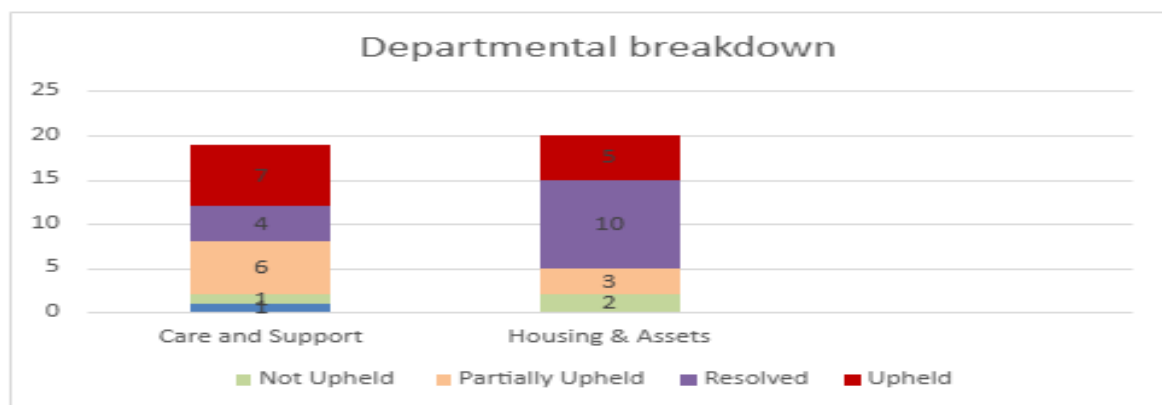
Stage 2 average response times vary but have been fairly consistent within this reporting year with an average response time in Q4 2024-25 of 16.5 working days which is within the target of 20 working days. This has reduced marginally from the previous quarter.



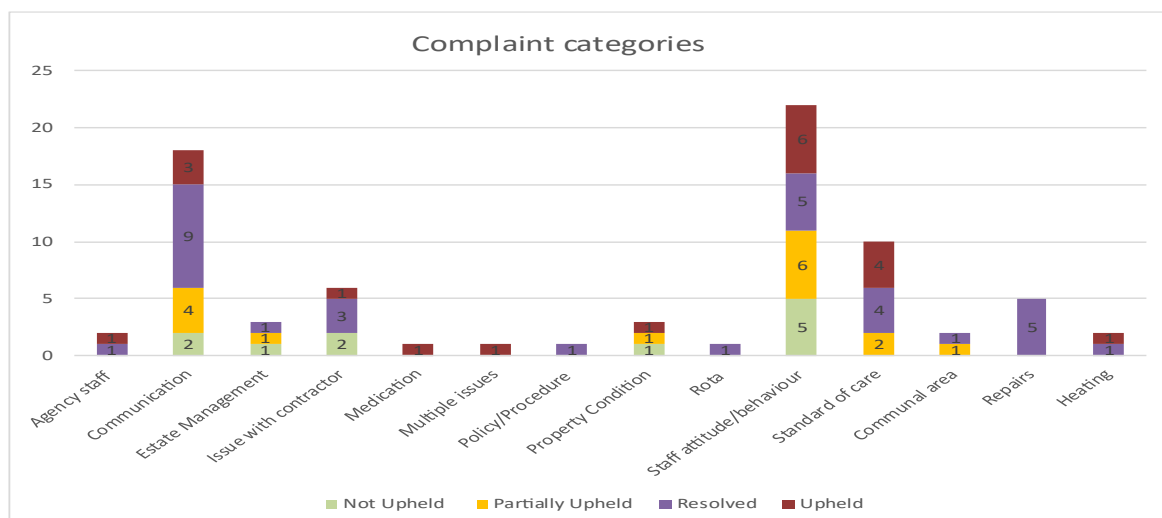
Appendix 2 – Complaint outcomes



The below chart demonstrates the departmental breakdown of complaints in Q4:



The below chart sets out the complaints by category Year to date. Staff attitude/behaviour is the most common complaint received followed by communication.



Appendix 3 – Performance against SPSO indicators

Scottish Public Services Ombudsman (SPSO) Indicators	Target/Guidance	2024/25					2023- 24
		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	8	13	17	24	62	38
Stage 2 (Investigated directly at Stage 2)	The total number of complaints received	4	3	7	14	28	14
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 closed within timescale	7	5	16	20	48	28
	Number closed out with timescale	1	1	0	4	6	
	Percentage closed within timescale	88%	83%	100%	83.00%	88.00%	72.00%
Stage 2 -the number of complaints closed in full at stage 2 within 20 working days (this includes escalated complaints as target date is 20 working days from escalation)	Number closed within timescale	3	10	8	14	35	13
	Number closed out with timescale	1	0	0	0	1	
	Percentage closed within timescale	75%	100%	100%	100%	92%	72%
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	3.7	3	3.1	4.3	3.5	3.75
Stage 2 - average time in working days to respond to complaints (including escalated complaints)	20 Working Days	16	15.4	16.8	16.5	16.1	17.5
Indicator Four: the outcome of complaints at each stage							
Stage 1 (Including escalated to stage 2 complaints)	Upheld		4	2	4	10	9
	Partially Upheld		5		3	8	5
	Not Upheld	1	2	2	3	8	8
	Resolved	7	1	13	14	35	20
Stage 2 (Investigated directly at Stage 2)	Upheld		3	2	8	13	3
	Partially Upheld		1	3	6	10	4
	Not Upheld	2		1		3	5
	Resolved	2		1		3	2