

Complaints Update

For the period April—June 2021



During these 3 months Ark received **13 complaints** that were made about different Ark teams:

- Care and Support 10
- Asset Management 1
- Other 2



We looked at the 13 complaints and:

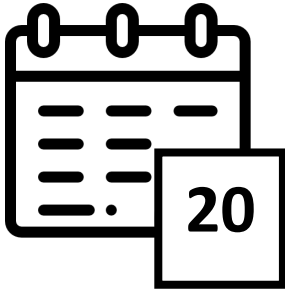
- we agreed in 6 cases
- we partially agreed in 5 cases
- we did not agree in 2 cases



6 of these complaints were dealt with at the frontline stage. **'Frontline complaints'** are straightforward and can be responded to within 5 working days.



We took longer for 1 complaint to allow a senior manager to speak to the complainant to make sure that he was happy with the resolution.



The remaining 7 complaints were responded to at the investigation stage. **Investigation complaints** are more complex and are usually responded to within 20 working days.

Learning from complaints



What you said: A customer was unhappy about the sign up visit for a tenancy.



What we did: both the Housing and Asset Team looked at the issue.



They agreed that, whenever possible, there will be a joint sign up meeting with the tenant and a member of both the Housing and Asset team to make sure that every tenant has a clear understanding of the roles of each team.

New Model Complaints Handling Procedure



Following a consultation process the Scottish Public Services Ombudsman has produced a new Complaints Procedure for Registered Social Landlords such as Ark.



The new version of the complaints procedure provides a standardised and simpler approach to dealing with customer complaints across the housing sector in Scotland.

It also makes best use of lessons from complaints in order to improve service delivery.



Ark's Board of management has approved the new procedure and this will be available on our website within the next couple of weeks.



Our new Compliance and Improvement Business Partner has developed training for staff which will be rolled out from September.