

Complaints Update

For the period July—September 2021



During these 3 months Ark received **26 complaints** that were made about different Ark teams:



- Care and Support 17
- Asset Management 5
- Other 4



We looked at the 26 complaints and:

- we agreed in 13 cases
- we partially agreed in 8 cases
- we did not agree in 5 cases



20 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 2 complaints to allow a senior manager to speak to the complainant to make sure that he was happy with the resolution.



The remaining 6 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 how Ark keeps in touch with them.



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

They agreed that they can do better with this and apologised for the mistake.



They are going to look at how Ark keeps in touch with people and make sure it is made right in future.

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 is available on our website .



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