

Complaints Update

For the period January—March 2021



During these 3 months Ark received **11 complaints** that were made about different Ark teams:



- Care and Support 7
- Asset Management 3
- Other 1

We looked at the 11 complaints and:



- we agreed in 3 cases
- we partially agreed in 5 cases
- we did not agree in 3 cases

2 complains were about Ark's **staff attitude or behaviour**. We partially agreed in 1 case and we did not agree in 1 case.



5 complaints were about the **service provided by Ark**:

- we agreed in 1 case
- we partially agreed in 3 cases
- we did not agree in 1 case





4 complaints were about **both Ark's staff behaviour and the Ark service:**

- we agreed in 2 cases
- we partially agreed in 1 case
- we did not agree in 1 case.

Learning from complaints



Here is an example of how we used what you told us to improve our service during this time...

This quarter 2 of our tenants explained in complaints their frustration about outstanding repairs within their tenancies.



The Asset team made several recommendations in these cases including ensuring that the most up to date government advice was explained in detail to the tenants and agreeing to organise surveys of the properties once restrictions are lifted.



If you're not happy about any aspect of the support you receive from Ark, or with any other aspect of the service we provide, please let a member of staff know.