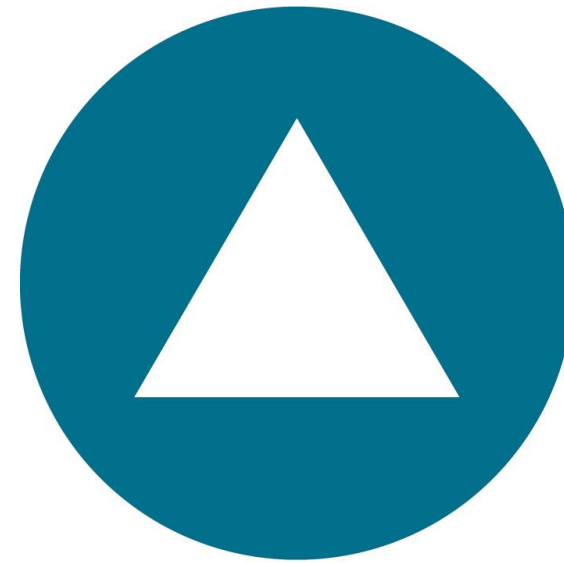


Annual
Complaints
Report
2024-25



Ark[®]

People
Housing
Care

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Introduction

Introduction

This is Ark's annual complaints performance report which provides information on customer complaints received and closed between 1 April 2024 and 31 March 2025. This report includes housing and our care and support services.

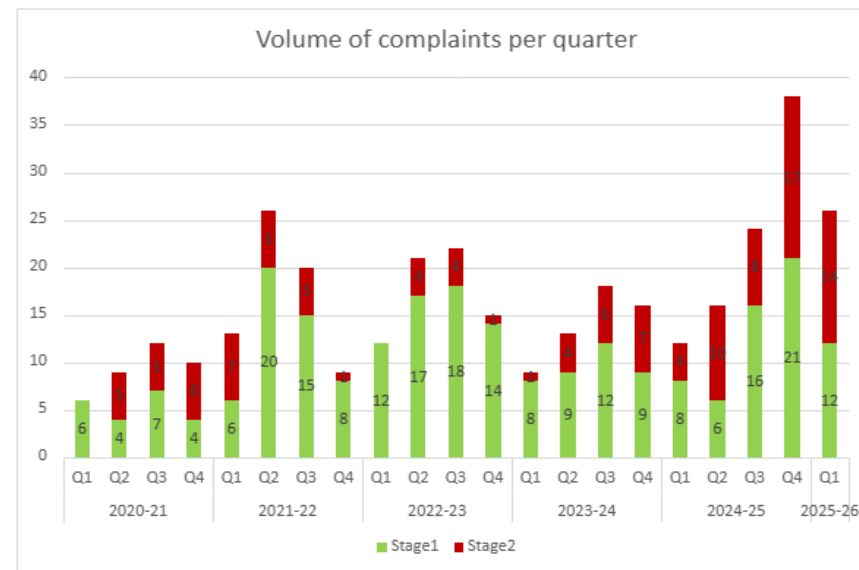
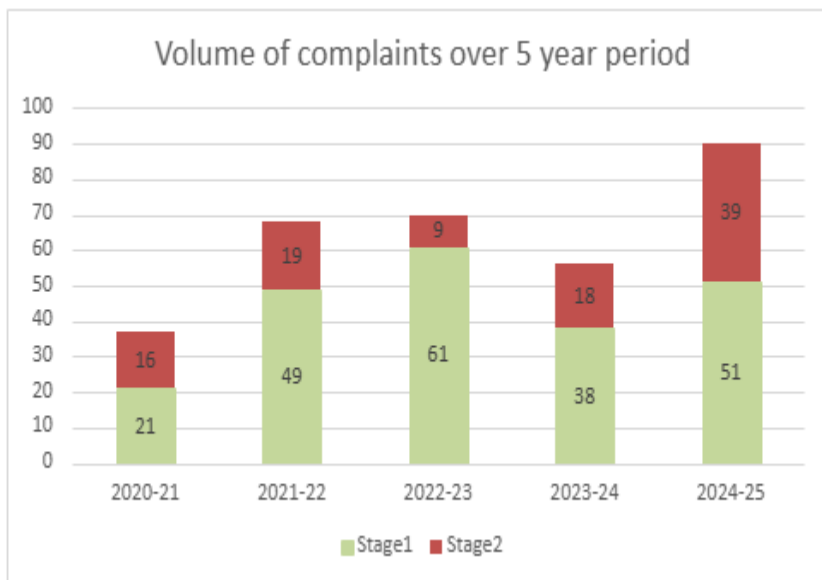
Ark always aims to provide the highest possible quality of service to our customers but recognise that there are times when things go wrong and fail to meet our expected standards.

Complaints Handling Procedure

Ark's Complaints Handling Procedure reflects Ark's commitment to valuing complaints. It seeks to resolve customer dissatisfaction as close as possible to the point of service delivery and to conduct thorough, impartial, and fair investigations of customer complaints so that, where appropriate, we can make evidence-based decisions on the facts of the case.

Complaints give us valuable information we can use to improve service provision and customer satisfaction. Ark's [Complaints Handling Procedure Customer Guide](#) is published on our website.

Complaint Trends & Performance



In 2024–25, Ark received a total of 90 complaints, representing a significant increase from 56 complaints in the previous year.

Stage 1 – Frontline Complaints

51 complaints were addressed at Stage 1, which involves straightforward issues typically resolved within five working days. 88% of these were closed within the target timescale.

6 complaints were closed beyond the five-day target, with extensions agreed in advance with the customers.

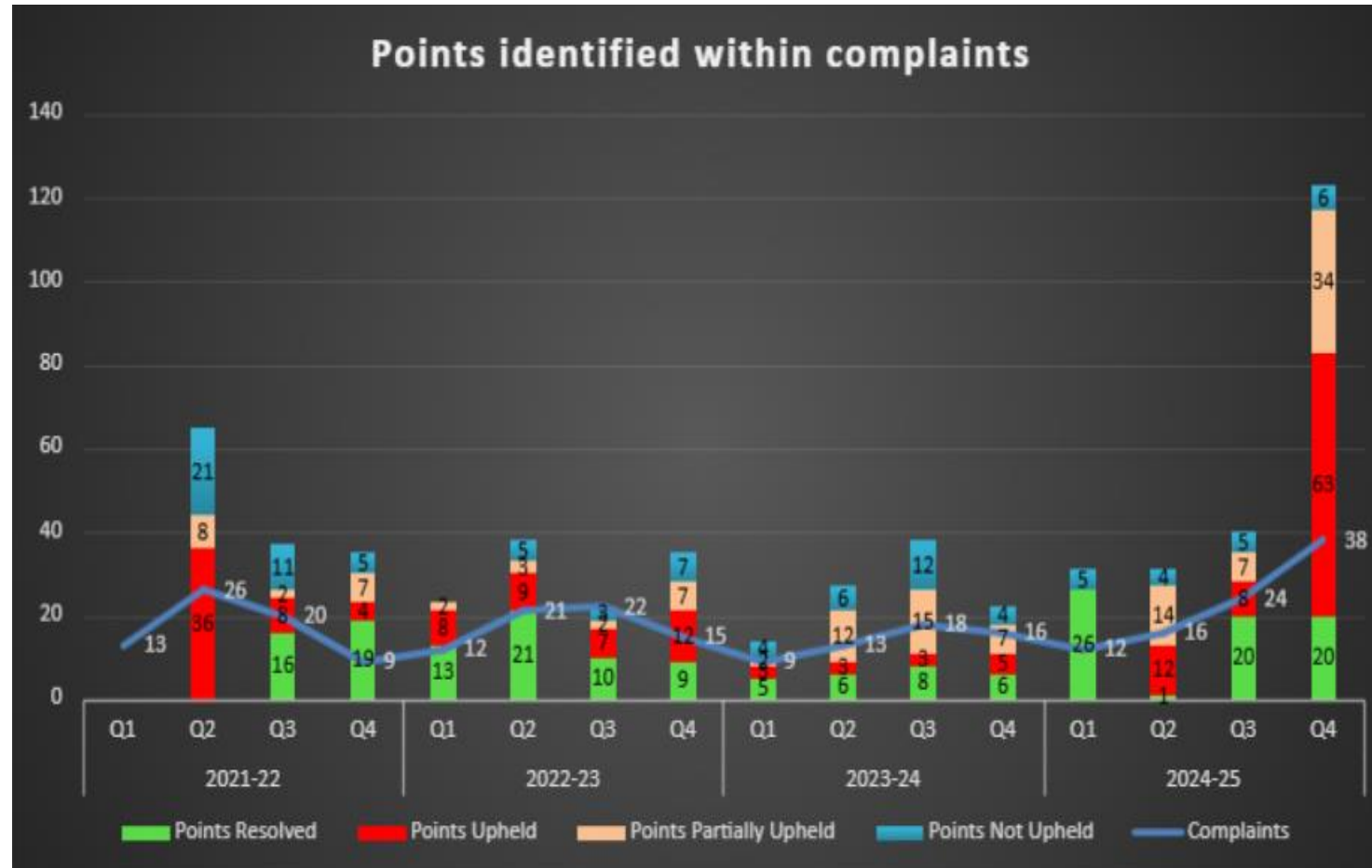
Stage 2 – Investigated Complaints

39 complaints were progressed to Stage 2, either due to customer dissatisfaction with the Stage 1 response or because the complainant requested immediate escalation.

92% of Stage 2 complaints were closed within the target of 20 working days.

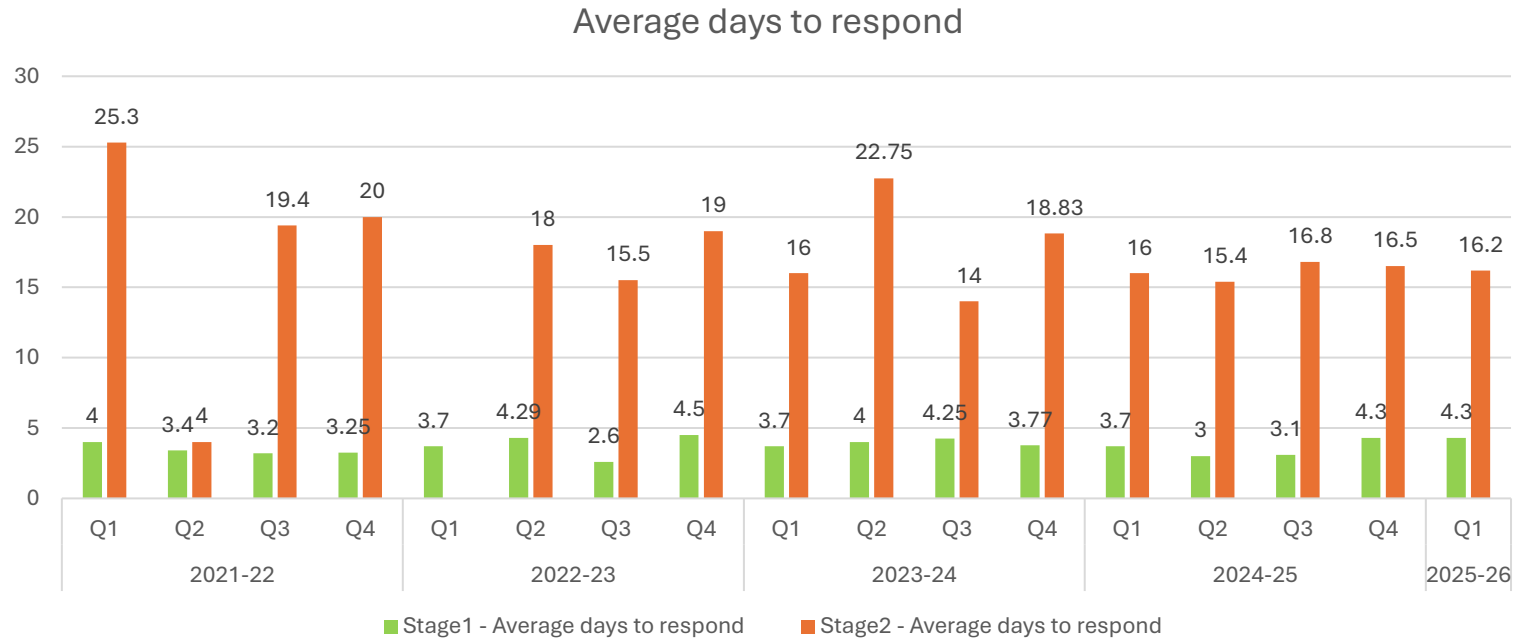
1 complaint exceeded the target timescale due to the complexity of the investigation involved.

Complaint Trends & Performance



This chart demonstrates the number of points identified within complaints over a 4 year period and identifies the volume of points Upheld, Partially Upheld, Resolved and Not Upheld.

Complaint Trends & Performance



This bar charts demonstrate the average response time for Stage 1 and Stage 2 complaints each quarter over the last 4 reporting years. Stage 1 average response times in 2024-25 have been consistent and remained within target. This is consistent with the previous 3 years. Stage 2 average response times vary but have mainly remained within target throughout 2024-25.

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

Soil vent pipe misconnection: Now known as a latent defect; procedures updated.

Medication errors: Retraining of all staff, observations, and competencies completed

Repair delays: New road map introduced to avoid delays.

Documentation and audit trails: Ensuring staff confirm when tasks are completed.

More concise work orders: To improve contractor performance.

Email Communication: Staff names to be included in replies

Rotas: Any changes to support times to be communicated promptly with Supported person and guardian

Ensure rota reflects supported person's activities accurately

Extractor fans & attic ducts: All will now vent externally.

Urgent repair classification: Staff retraining to ensure accurate grading.

Car Park cleanliness: Add to staff meeting agenda; re-share housing contact info

Credit Card Process: Incomplete requests to remain in inbox

Learning From Complaints

Ark is committed to improving service delivery by applying learning from complaints. Some of the actions that have been agreed in response to complaints received in 2024-25 are noted here. These actions are monitored and signed off by the relevant Department Heads on completion.



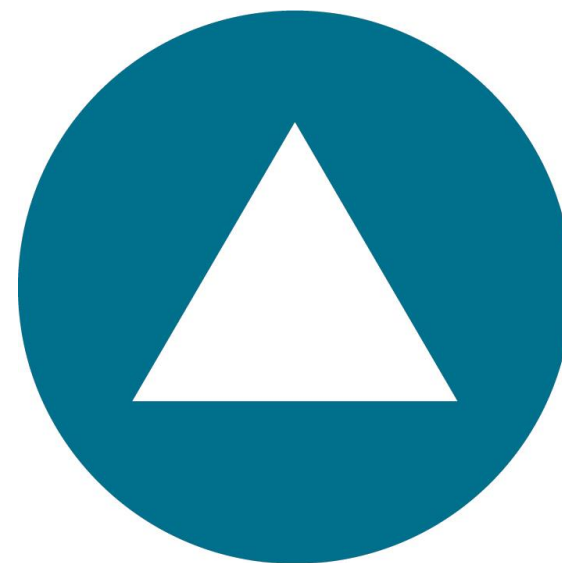
What's Next?

- We will continue with the use of our e-learning complaint handling training and have arranged additional training delivered by the Scottish Public Services Ombudsman (SPSO) where our staff will receive formal accreditation on completion of the course.
- We will encourage staff to continue to raise and resolve complaints during the first contact they have with our customers. We expect to see an increase in complaints being recorded as we focus further on recording all areas of dissatisfaction, this feedback is vital to improving our services. We will welcome your feedback with open arms.
- We will continue to monitor and sign off completion of the actions recorded on our Lessons Learned action tracker to ensure that service improvements continue to be implemented.

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