

Complaints Update

For the period October—December 2020



During these 3 months Ark received **12 complaints** that were made about different Ark teams:

- Care and Support 7
- Asset Management 4
- Other 1



We looked at the 12 complaints and:

- we agreed in 4 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 agreed in both cases.

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

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





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

- we agreed in 1 case
- we partially agreed in 3 cases
- we did not agree in 2 cases.

Learning from complaints



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

Some of the complaints we received this quarter reminded us of the importance of clear and consistent communication.

In one example, an individual complained about Ark's poor communication.

Ark carried out a thorough investigation and sent a detailed responsive letter which led the individual to recognise Ark as an organisation open to learn and improve.



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.