

Complaints Report 2025 - 2026



What this report tells you



This report is about complaints people made to Ark from April 2025 to March 2026.

This report tells you what complaints we received, what people told us, what we learned and what we changed.



We received 103 complaints this year. Last year we received 90 complaints.

This means we received more complaints than last year.

About complaints



Stage 1 means early resolution. We try to sort out the complaint quickly.

Most complaints were dealt with quickly at Stage 1.



Stage 2 means investigation. We look at a more serious or complicated complaint in detail.

Some complaints needed a full investigation at Stage 2.

What people complained about



staff conduct



Quality of care and support.



Communication.



Repairs and contractor services.



Estate management and service delivery.

How quickly we responded



We try to reply to Stage 1 complaints in 5 working days and Stage 2 complaints in 20 working days.

Most Stage 1 complaints were answered on time.

Some Stage 2 complaints took longer because the complaints were more complicated.

Complaints taken to external organisations

Some complaints were taken to organisations outside Ark.



The **Scottish Public Services Ombudsman** looked at 4 complaints.

They didn't do anything because Ark had handled the complaints and did everything they needed to.



The **Care Inspectorate** investigated 2 complaints.
These complaints were not upheld.

You said, we did



We listen to customers and learn from complaints.

Every complaint gives us an opportunity to improve our services.



The next pages show you what people told us and what we did.



You Said, We Did - Communication



- You said it was hard to contact us and sometimes you did not get a reply from us quickly.
 - We listened and we introduced a **Customer Charter**. The Customer Charter explains when you should get a reply.
- You said you did not always get updates about repairs or work being done to your home. You wanted to know what was happening.
 - We listened and we made it easier for staff to **pass on problems to the right person**. This helps people get information sooner.





You Said, We Did - Support



- Support visits sometimes were changed or missed without telling you.
 - We improved how we plan staff **rotas**
- Staff did not always know your support plan or understand your risks.
 - We reviewed **Good Life Plans** and made the information in them better





You Said, We Did - Repairs



- Repairs took too long. You did not always know what was happening.
 - We now send **text message updates** to help people know what is happening.



- Contractors arrived without warning. Some work was not completed to a good standard.
 - We **changed contractors** when work was not good enough.



You Said, We Did - Outdoor Areas and Service Charges



- You wanted clearer information about service charges. **You wanted to understand what you were paying for.**
 - We said we would give tenants clearer information about what you pay for service charges.



- You wanted to know that trees and outdoor areas were safe.
 - We arranged a **survey of trees** across Ark.
 - This helps us check that outdoor areas are safe.



You Said, We Did - Medication and safety



- You wanted medication to be managed safely.
 - We carried out **medication checks**.
 - We provided more staff **training**.
 - We improved medication **guidance** for staff.



- You wanted to know that risks were being managed safely.
 - We reviewed **risk assessments**.
 - We updated Good Life Plans.
 - We strengthened safety arrangements.

Governance and Oversight



- Senior managers check how we are doing with complaints every 3 months.
- We follow the rules about complaints from the Scottish Public Services Ombudsman

Our Promise



We promise to keep doing these things:

- Listening to feedback
- Learning from complaints
- Improving services for all tenants and supported people





Write to us

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Phone us

TEL: 0131 447 9027



Visit our website

<https://www.arkha.org.uk/about-us/complaints/>

