

Complaints Update



Complaints Update for January to March 2022

Here is our update on what has been happening with complaints in Ark between January and March 2022. During this period Ark received a total of 9 complaints and these are summarised as follows:

Department	Total Number of Complaints	Resolved	Upheld	Partially Upheld	Not Upheld
Care and Support	5	1	1	1	2
Asset Team	3	3			
Housing	1	1			
Total	9	5	1	1	2

During this quarter eight complaints were dealt with at the frontline stage. ‘Frontline complaints’ are relatively straightforward complaints which can usually be responded to within five working days. During this quarter seven of the eight complaints received a response within five working days. When the decision was made to respond to the remaining frontline complaint with a joint home visit by the Housing and Asset Management teams it was necessary to extend the timeline by two days due to the distances and time commitment involved.

The remaining complaint was responded to at the investigation stage. ‘Investigation complaints’ are more complex and are usually responded to within twenty working days. This complaint was initially assessed as a Stage 1 complaint but as staff and supported people at the service tested positive for Covid it became clear that it would not be possible to close the complaint within the maximum timescales allowed at Stage 1 and as per the procedure it was escalated to Stage 2 .

Additional Information about Complaints

When we receive a complaint one of the first things we do is identify what is described as the 'points of complaint'. Although there may be a number of points within a complaint, it is standard practice for public service organisations such as Ark to regard this as being one complaint. As we mentioned in the last newsletter, we will continue to provide additional information, by publishing the number of points we have recorded for each of the complaints received in the quarter.

These are shown below in the table:

Dept.		Number of points of complaint	Points Resolved	Points Upheld	Points Partially Upheld	Points Not Upheld
Care and Support	1	3		3		
	2	3				3
	3	9		1	7	1
	4	4	4			
	5	1				1
Asset	1	6	6			
	2	1	1			
	3	2	2			
Housing	1	6	6			
Total	9	35	19	4	7	5

Using complaints to improve service delivery

While resolving one of their complaints this quarter the Asset Management Team learned that one of our tenants had found it difficult to find the list of Ark's current contractors on our website. One of the actions from this complaint is to ensure that the approved list, including subcontractors is included and easily found within the Property section of the new website.

Part of the learning resulting from the investigation of a Care and Support complaint was that clear communication is vital to ease the anxiety of people moving from Ark's support to that of another provider. One of the resulting actions is to ensure that future transitions will have a clear plan ensuring responsibilities are documented in writing. In order to ensure that this learning is shared across Care and Support Services it will be included in the complaints briefing provided to Operational Managers by the Compliance and Improvement Business Partner.