

Complaints Update



Complaints Update for October to December 2021

Here is our update on what has been happening with complaints in Ark between October and December 2021. During this period Ark received a total of 20 complaints and these are summarised as follows:

Ark Dept.	Total Complaints	Resolved	Complaints Upheld	Complaints Partially Upheld	Complaints Not Upheld
Care & Support	16	7	2	3	4
C & I Team	1				1
Asset Team	1	1			
Housing	1				1
O.D	1		1		
Total	20	8	3	3	6

Fifteen of the complaints received a frontline response. Frontline responses are provided for relatively straightforward issues, normally within 5 working days. All fifteen complaints were responded to within 5 days. The five remaining complaints were responded to at the investigation stage. These are often more complex and are normally responded to within 20 working days.

During this period four complaints received a response within 20 days, and one required an extension of 2 days due to staff absence.

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:

Ark Dept.		No of points of complaint	Points Resolved	Points of complaint Upheld	Points Partially Upheld	Points Not Upheld
Care and Support	1	1			1	
	2	2		2		
	3	1	1			
	4	1	1			
	5	1				1
	6	5		3	1	1
	7	1				1
	8	6	6			
	9	3				3
	10	1	1			
	11	1	1			
	12	1	1			
	13	1		1		
	14	1	1			
	15	3	3			
	16	2		1		1
C & I	1	3				3
Asset	1	1	1			
Housing	1	1				1
O.D	1	1		1		
Total	20	37	16	8	2	11

Ark uses complaints as a means of improving our services whenever possible.

Complaints in this quarter have been analysed, and as result of mistakes being made in relation to the way in which staff implemented policies and procedures, plans have been put in place to rectify this.

Resolving Complaints

Guidance from the SPSO over the last decade has emphasised the importance of taking every opportunity to resolve complaints at the first point of contact. Following the consultation period for their revised Model Complaints Handling Procedure the SPSO now includes a new outcome category for complaints called resolved.

Ark's procedure explains a "complaint is resolved when both Ark and the customer agree what action (if any) will be taken to provide full and final resolution for the customer, without making a decision about whether the complaint is upheld or not upheld" Complaints can be resolved at any time during a frontline response or an investigation.

Between October and December 2021 eight frontline complaints were successfully resolved. To ensure learning is gathered, analysed and shared within Ark it has been agreed that the complaints which are resolved, will be included in the quarterly summary provided to the SLT.

The Compliance and Improvement Business Partner has included the resolution of complaints in our complaints training programme for staff, and will continue to provide support to individuals managing complaints to ensure that the procedure is followed.

If you want to know more about the complaints process please contact the Compliance and Improvement Team who will be happy to help.

Ark's customer guide to the complaint handling procedure can be accessed by clicking [here](#)

You can also contact

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