**Complaints: Q2 July - September 2024**

Summary of complaint activity

During Q2 July to September 2024, Ark received a total of sixteen complaints which has increased from twelve in the previous quarter.

Six complaints were responded to with a frontline response at Stage 1 with eight points identified. ‘Frontline complaints’ are relatively straightforward complaints which can usually be responded to within five working days.

83% of Stage 1 complaints were closed within 5 working days. One complaint was closed out with target due to the complainant being unreachable for a period of time.

Stage 2 is where a customer is dissatisfied with the frontline response or refuses to engage at the frontline stage, insisting they wish their complaint to be investigated.

Three complaints were investigated directly at Stage 2 with six points identified. 100% of these complaints were closed within our target of 20 working days.

Seven complaints were escalated to Stage 2 due to the customer being dissatisfied with the frontline response. 100% of these complaints were closed within our target of 20 working days.

The pie charts below demonstrate the percentage of complaints closed within target in Q2.

During Q2 no complaints were reported to the Care Inspectorate. One complaint was escalated to the Scottish Public Services Ombudsman (SPSO).

The Scottish Public Services Ombudsman (SPSO) confirmed that following an early review of the complaint, they decided not to take the complaint forward but asked Ark to issue a further response to complainant about specific points raised.

The below chart demonstrates the volume of complaints reported to the Care Inspectorate and the volume of complaints escalated to the Ombudsman within the current and previous two reporting years.

The bar charts below demonstrate the volume of complaints received over a 4 year period and year to date.

The below chart details the number of points identified within complaints over a 3 year period and year to date, identifying the volume of points Upheld, Partially Upheld, Resolved and Not Upheld.

The bar chart below demonstrates the average response time for Stage 1 and Stage 2 complaints each quarter over the last three reporting years.

Stage 1 average response times have been fairly consistent with a slight reduction in Q2 2024-25 with an average of 3 working days to respond which is within the target of 5 working days. This has reduced slightly from the previous quarter.

Stage 2 average response times vary with an average response time in Q2 2024-25 of 15.4 working days which is within the target of 20 working days. This has reduced slightly from the previous quarter.

The charts below demonstrate the outcome of complaints within Q2. A complaint is resolved when both (the organisation) 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.

The departmental breakdown of complaints in 2024-25 year to date:

The below chart sets out the complaints by category Year to date. Communication is the most common complaint received.

The table below sets out how we are performing against the indicators set out by the SPSO, along with a comparison of our performance in the previous reporting year for responding at Stage 1 and 2 of the complaints handling procedure.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **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 | 6 |  |  | 14 | 38 |
| Stage 2  (Investigated directly at Stage 2) | The total number of complaints received | 4 | 3 |  |  | 7 | 14 |
| Escalated to Stage 2 | The total number of complaints escalated |  | 7 |  |  | 7 | 4 |
| **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 |  |  | 12 | 28 |
| Number closed out with timescale | 1 | 1 |  |  | 2 |  |
| Percentage closed within timescale | 88.00% | 83% |  |  | 83.00% | 72.00% |
| Stage 2 -the number of complaints closed in full at stage 2 within 20 working days | Number closed within timescale | 3 | 10 |  |  | 13 | 13 |
| Number closed out with timescale | 1 | 0 |  |  | 1 |  |
| Percentage closed within timescale | 75% | 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 |  |  | 3.4 | 3.75 |
| Stage 2 - average time in working days to respond to complaints (including escalated complaints) | 20 Working Days | 16 | 15.4 |  |  | 15.7 | 17.5 |
| **Indicator Four: the outcome of complaints at each stage** | | | | | | | |
| Stage 1 (Including escalated to stage 2 complaints) | Upheld |  | 4 |  |  | 4 | 9 |
| Partially Upheld |  | 5 |  |  | 5 | 5 |
| Not Upheld | 1 | 2 |  |  | 3 | 8 |
| Resolved | 7 | 1 |  |  | 8 | 20 |
| Stage 2 (Investigated directly at Stage 2) | Upheld |  | 3 |  |  | 3 | 3 |
| Partially Upheld |  | 1 |  |  | 1 | 4 |
| Not Upheld | 2 |  |  |  | 2 | 5 |
| Resolved | 2 |  |  |  | 2 | 2 |

Learning from complaints

Ark is committed to improving service delivery by applying learning from complaints. The below table sets out the actions that have been agreed in response to complaints received within this quarter. These actions will be monitored and signed off by the relevant department leads.

|  |  |
| --- | --- |
| **Complaint category** | **Action** |
| Estate Management | * E-mails from generic e-mails must include a staff name so that the customer knows who they are dealing with. * Targets to be put in place to respond to customers – become part of a customer services charter which will be developed by the end of Q4. |
| Communication | * Monthly catch up arranged with CSM to improve communications * Communication in care plan has been updated * Communication and record keeping being discussed at team meeting * A meeting be held between Housing and Customer Service Team and Tenant to establish how best to engage and respond to customer. * Additional training for staff to be implemented to increase volume of support workers able to support specific person. |
| Agency Staff | * To ensure there is Contingency plan in place.   Look at consistency with the staff using regular agency if required to be used. |
| Medication | * All staff at the service will be taken through Ark’s medication training sessions again, including observation and competencies. * An HR investigation will be concluded with all staff involved. |
| Staff attitude/behaviour | * Refresher training and relevant policies to be completed/reviewed by relevant staff. |