



Annual Complaints Performance Report

1st April 2024-31st March 2025

About Key

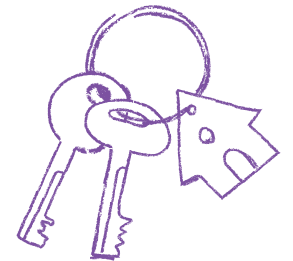
Key **provides person-centred support to disabled people** to enable them lead full, active lives in their own homes and communities **across 17 Scottish local authorities**. The people we support have a wide range of life experiences and needs, from young people still at school through to people in their 90s. We work in partnership with each person, and the important people in their life, to build flexible, responsive support which is focused on the person achieving what they want from life. Support is provided by small teams of staff who know people and their support needs well and can build warm caring relationships with them and their family

Key is also a **Registered Social Landlord** and **manages over 800 homes across Scotland**. The majority of these properties have been designed for disabled people and those with long term support needs. Not all of our tenants receive support, but those that do may get their support from Key or from other social care support providers.

Key is **governed by a voluntary board** which is inclusive; bringing together unpaid carers, people we support, and people with a professional interest in what we do. The board works alongside our senior team in guiding everything that we do and ensuring it is grounded in the experiences of disabled people and their families.

Key **works closely**, through a service level agreement, **with The Advisory Group (TAG)**, a Scottish Charitable Incorporated Organisation, which is run by and for disabled people. Through our partnership with TAG, disabled people have direct input to developing our organisational priorities, our governance structures and ensuring the quality of our services.

On the 31st of March 2025, we were **providing support services to 1,495 people and housing services to 825 tenants**.



Complaints

We welcome feedback about the services we provide and particularly encourage people who use our services, and their families, friends, carers, advocates and others who have an interest in our work, to raise any matter of concern.

We check and raise awareness of how to complain on a regular basis. For example:

- We highlight how to complain in the At Home Newsletter for tenants which is published three times a year.
- We provide people with a leaflet about how to complain when we begin to support them or when people become our tenant.
- We have a video on our website to help people to know what they can complain about and the process we follow when someone makes a formal complaint.
- We check people we support know how to complain and who they can complain to at their individual support review meeting.
- We ask The Advisory Group (TAG) to check awareness of how to complain when facilitating consultation sessions to gather feedback from people we support and families about the quality of our services.



How we respond to complaints

Our complaints handling procedure follows the model adopted by the Scottish Public Services Ombudsman (SPSO) for Registered Social Landlords and all the services they provide.

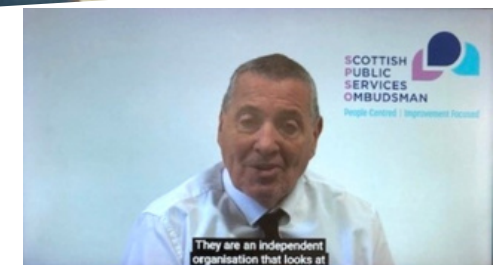
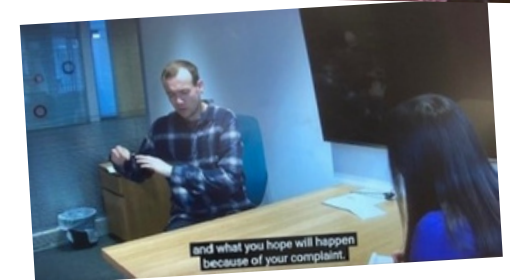
We aim to respond to all concerns and complaints in a prompt, sensitive and fair manner, promoting a culture of continual improvement. All complaints are dealt with through our complaints handling procedure which has two stages:

Stage 1. Frontline response

Stage 2. Investigation

We try to conclude all frontline complaints within 5 working days. If a complaint needs a fuller investigation, we aim to deal with it efficiently and within 20 working days.

A complaint may also be resolved at any point in the complaint handling process, including during the investigation stage.



About this report

In March 2022, the SPSO published revised requirements on the reporting of Key Performance Indicators (KPIs) for complaint handling.

One of these requirements is for organisations to publish an annual complaints performance report on their website by the end of October each year from 2023.

This report includes performance statistics in line with the KPIs and information about complaint trends and actions that have been taken or will be taken to improve services as a result.

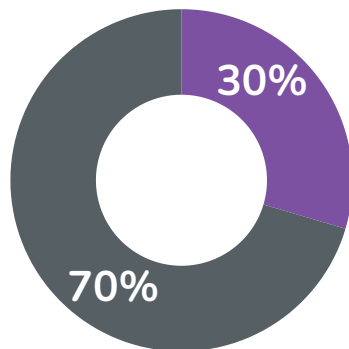
Performance overview

How many complaints did we receive?

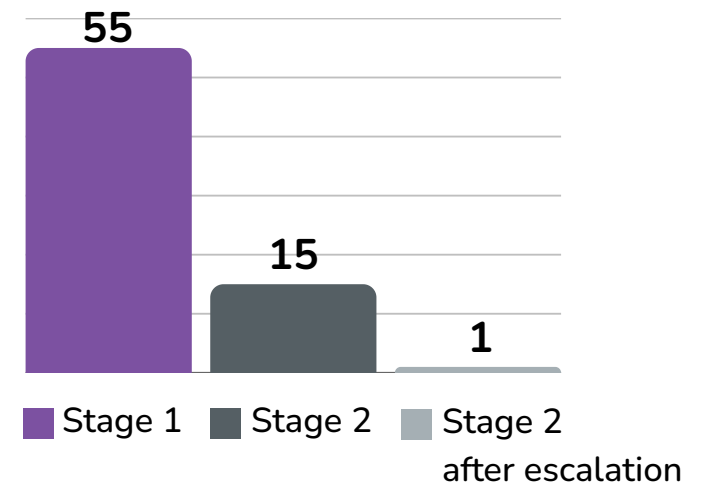
We received a total of 71 complaints between 1st April 2024 and 31st March 2025.

COMPLAINTS RECEIVED

■ Housing Services - 50 ■ Support Services - 21



HOW COMPLAINTS WERE HANDLED



How many complaints were closed within timescales?

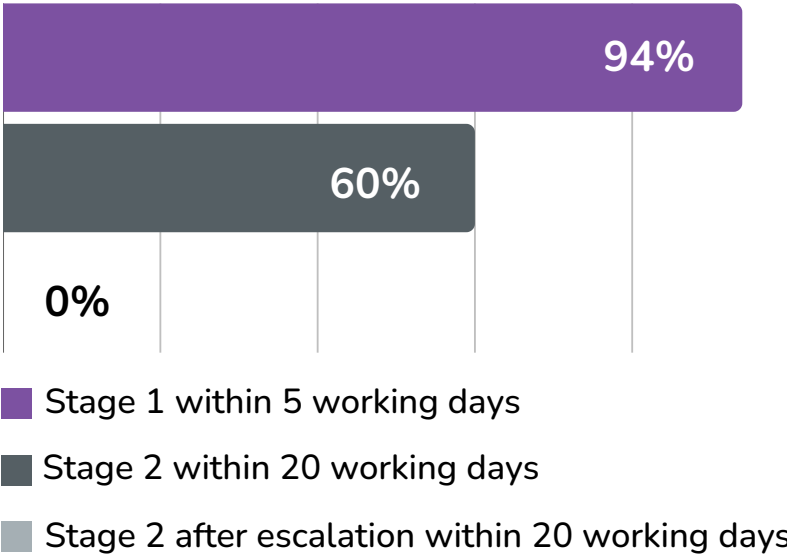
100% of Stage 1 and Stage 2 complaints about our housing services were closed within timescales.

However, within this report we are also reporting on complaints about our support services which by their nature are complex and therefore can require more time to close in full.

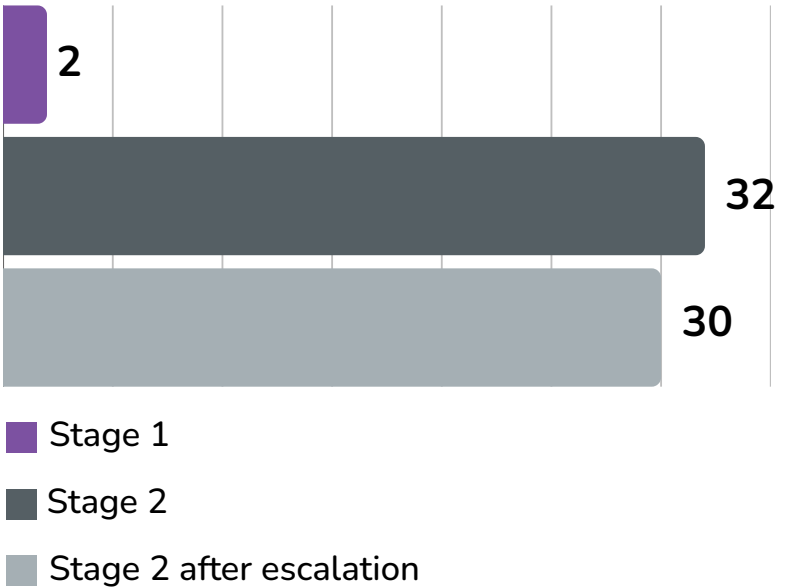
What was the average number of working days taken to respond?

The average number of days taken to respond to complaints about our housing services were 1 for Stage 1 complaints and 14 for Stage 2 complaints. There were no Stage 2 complaints about our housing services escalated from Stage 1. However, within this report we are also reporting on complaints about our support services which by their nature are complex and therefore can require more time to respond.

CLOSED WITHIN TIMESCALES



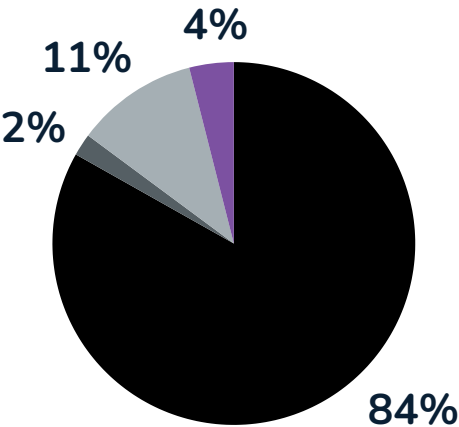
AVERAGE NUMBER OF WORKING DAYS



Complaints outcomes

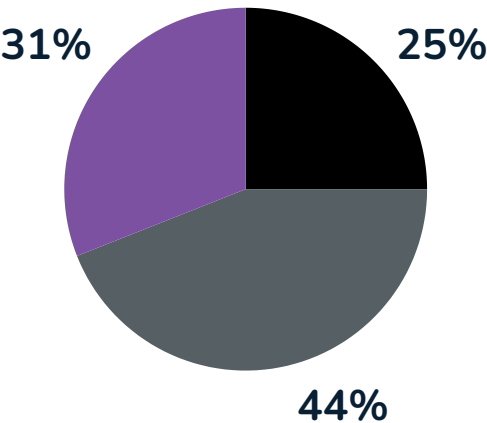
STAGE 1

■ Upheld ■ Partially upheld ■ Resolved ■ Not upheld



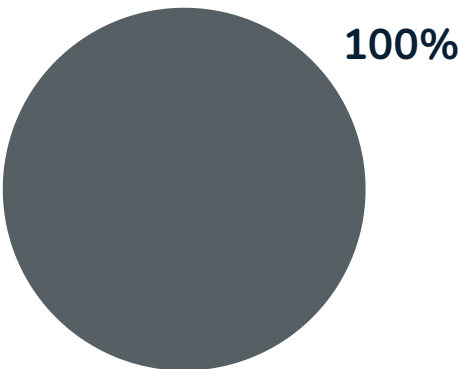
STAGE 2

■ Upheld ■ Partially upheld ■ Not upheld



STAGE 2 AFTER ESCALATION

■ Partially upheld



Learning and Improvement

Some examples of complaints received, our learning, and the improvement actions we have taken or plan to take are noted below:

You said: You were not satisfied with some of the work done by our gardening contractors at several locations.

We did: We met with tenants and the contractors, on site, and agreed on what had to be done to make the gardens and communal landscaping reflect the pride our tenants take in their homes. We are having more regular meetings and check-ins on this subject to ensure the work stays on track.

You said: You were not satisfied with the stair cleaning service across Scotland.

We did: We made the stair cleaning contractor aware of complaints received about their service and our housing officers met with their management team on site in problem areas to agree improvements to address poor service.

You said: A person we support felt we hadn't involved them in a decision about a change to their support team.

We did: In partnership with the complainant, we created a personalised communication strategy for discussing information and explaining changes to avoid any future reoccurrence or upset.

What else have we done?

Our board continues to maintain oversight of complaints via quarterly complaints reports presented by senior staff to the Housing and Support Review Groups.

New members of our Housing Services team completed the SPSO Good Complaints Handling online course as well as internal training and the full team took part in discussion about complaints handling at the Housing Services training meeting.

We have been continuing to raise awareness of the video created by The Advisory Group (TAG) Drama Group in Glasgow to help people know what they can complain about and the process we follow when someone makes a formal complaint. This video is available through our website.

What's next for 2025 - 2026?

Our Housing Services staff will refresh their internal training on an annual basis.

Our My Home Group for tenants has a growing membership and is now meeting in person or virtually once a month to enable more tenants living in locations across Scotland to get involved. In 2025-2026 the group will be discussing and giving us feedback about the handling of housing complaints as part of their agenda.

Our Housing Services staff are holding meet and greet sessions this summer with tenants around Scotland to discuss issues specific to local areas and raise awareness of who they are and what they do, including the handling of complaints.