

# Complaint Outcomes and Improvement Actions

1st July – 30th September 2025

Key welcomes 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 value complaints and take them very seriously. We can learn from all complaints and use information from them to improve our services.

We aim to respond to all complaints quickly and our complaints handling procedure has two stages:

Stage 1 Frontline Response – we will try to respond within 5 working days.

Stage 2 Investigation – we will try to respond within 20 working days.

We will say if we uphold, partially uphold or do not uphold the complaint when giving our response. Sometimes in the process of looking into a concern we might agree with the person that we have been able to resolve their complaint and do not need to make a decision about whether it was upheld, partially upheld or not upheld.

This report provides information about complaints outcomes and actions taken to improve our support services between 1st July and 30th September 2025.

Information about complaints outcomes and actions taken to improve our housing and maintenance services is published in the At Home Newsletter, which can be found on the Key Housing website

## Complaints outcomes

Key supports just under 1500 people and between July and September 2025 we responded to five complaints about our support services. Four of these complaints required detailed investigation.

We resolved one complaint, partially upheld three complaints and did not uphold one complaint.

Two complaints were responded to within timescales and three complaints required additional time.

## Making improvements

### Communication

In response to one complaint we recognised the need for clearer communication to avoid misunderstanding arising when a complaint is being handled alongside another overlapping process. We shared this learning at a meeting with senior staff who hold overall responsibility for complaints handling across our support services.

### Support planning information

In response to another complaint we recognised further discussion was required with a person we support to confirm how they wish their team to communicate with others in their life. This information was added to the person's support plan and shared with the person's support team.

## How to complain

We always strive to ensure that the information we produce is as accessible as possible. We want to make sure that people understand their rights and know what to do if they are unhappy with the service they are receiving. We worked with The Advisory Group (TAG) and the TAG Drama Group in Glasgow, to create a video to help people to know what they can complain about and the process we follow when someone makes a formal complaint.

You can access the video on our website <https://www.key.org.uk/support/>

If you would like a copy of our Making a Complaint information leaflet please call us on 0141 342 1810.

