

Complaint Outcomes and Improvement Actions

1st January – 31st March 2024

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 January and 31st March 2024.

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 January and March 2024, we responded to six complaints about our support services. Five of these complaints required detailed investigation.

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

Five complaints were responded to within timescales, and one complaint required additional time.

Making improvements

Support planning information

In response to two complaints, we reviewed people's support plans and risk assessments and added further detail to ensure staff have all the information they need to support people really well.

Communication with family members

In response to two complaints, we made improvements to the local arrangements to support communication and partnership working with individual families.

Supporting people to access the right support

In response to three complaints, we recognised advice or support was required from other agencies. We made a referral to the local HSCP learning disability team to request specialist advice for one person and their team, we offered one person support to contact their social worker to request a review of their support hours, and we contacted one person's GP to ask that they make a referral for the person to access mental health support and advice.

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 complaint 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.

