

Complaint Outcomes and Improvement Actions

1st January – 31st March 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 January and 31st March 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 January and March 2025 we responded to seven complaints about our support services. Three of these complaints required detailed investigation.

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

Three complaints were responded to within timescales and four complaints required additional time.

Making improvements

Supporting relationships

In response to one complaint, we changed our approach with a small group of people who are neighbours and who each receive a limited number of support hours. Rather than intervening directly to try to resolve issues between people when we may not have all the information, we are helping people to work out ways of managing their relationships with each other themselves, or with involvement of their guardians/family members.

Supporting communication

In response to one complaint, we reviewed arrangements for supporting a person with their mail. We sought permission from their guardian to open any mail that arrives at the person's house and agreed to send them a photograph of this to ensure everyone involved in the person's support is aware of scheduled appointments and there is no delay in making arrangements to support the person to these.

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.

