



Freedom of Information

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Scope:

I am seeking the total number of complaints and complements to Open Arms for each of the last 4 financial years. In addition I am seeking the top three issues regarding complaints for each of the last 4 financial years.

Date of production: 25/10/22

Open Arms Feedback Financial Year 2019 – 2020

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|------------|-----|
| Complaint | 147 |
| Compliment | 220 |

Top three issues regarding complaints FY 19/20:

- Mental Health Services
- Contractor/Provider
- Client Service

Open Arms Feedback Financial Year 2020 – 2021

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|------------|-----|
| Complaint | 216 |
| Compliment | 96 |

Top three issues regarding complaints FY 20/21:

- Mental Health Services
- Contractor/Provider
- Client Service

Open Arms Feedback Financial Year 2021 – 2022

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|------------|-----|
| Complaint | 283 |
| Compliment | 361 |

Top three issues regarding complaints FY 21/22:

- Mental Health Services
- Contractor/Provider
- Staff Attitude