



**KINGDOM**  
Group

# Compliments and Complaints Policy

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Approved: January 2019  
Next Review: January 2024

## Compliment and Complaints policy

### Introduction

Kingdom strives for high standards and we are committed to listening to the views of our members, tenants, customers and other stakeholders. Feedback is essential in helping us evaluate and improve.

### Purpose

The purpose of this policy is to ensure that:

- Kingdom knows what our customers and stakeholders value, what they think we do well and where they think we could do better.
- Customers and external stakeholders know how to provide feedback and how a complaint will be handled.
- Complaints are dealt with consistently, fairly and sensitively within clear and reasonable timeframes.
- Individuals have a simple and effective way to comment on Kingdom's work and services.
- Compliments and complaints are monitored and used to improve our services and how we work.

### Compliment

A compliment is any expression of positive feedback by a customer or external stakeholder.

Compliments are valuable, welcome and important. They let us know when the services we provide are good, influence development of our services and quality assurance and let our people know when they've done well.

We welcome compliments online, in person, on the phone, by letter or email.



## **Complaint**

A complaint is an expression of dissatisfaction about our action or lack of action, or about the standard of service provided by or on behalf of Kingdom.

We have adopted the Scottish Public Services Ombudsman's Complaints Handling Procedure and copies of this are available from our website.

Complaints are taken seriously and will be responded to in a timely, fair and consistent manner in line with the Scottish Public Services Ombudsman (SPSO) guidance. They enable Kingdom to identify when the services we provide don't meet the standards expected by our customers or stakeholders, help us do better and influence the development of our service delivery and quality assurance.

We welcome complaints online, in person, on the phone, by letter or email.

This policy relates only to complaints received by Kingdom from external stakeholders. Staff complaints will be dealt with in accordance with Kingdom's policy on Grievances

## **Anonymous compliments and complaints**

We will record and consider any compliments and complaints that are received anonymously. Our ability to take action may be limited if fuller information is needed to conduct a full and fair investigation, to make improvements or to ensure the right people receive positive feedback so we would encourage anyone wishing to give a compliment or make a complaint to let us know who they are.

## **Monitoring**

Compliments and complaints are important tools; feedback allows Kingdom to improve the services we provide. They offer useful information about how individuals see us and the work we do. Any information obtained will be considered regularly by our departmental managers, senior management team and Governing bodies. Wherever possible, the information will be used to improve and further develop our services.

## **Compliments or Complaints can be made as follows;**

- Online at Kingdom's website or at 'My Kingdom'



- In person or by letter: Saltire Centre, Pentland Court, Glenrothes, KY6 2DA
- By phone on 01592 631 661
- By email at [Kingdom@kingdomhousing.org.uk](mailto:Kingdom@kingdomhousing.org.uk)

A leaflet on the complaints handling process used by Kingdom is available on request.

## **Review**

This policy will normally be reviewed no later than 5 years from the date of approval by the Governing Body. In the event that this policy statement is not reviewed within the above timescale, the latest approved policy statement will continue to apply.



Policy drawn up with reference to:

- The Scottish Public Services Ombudsman (SPSO) publication – Model Complaints Handling

Prepared by Calum Kippen, Governance Manager

Draft 1 Complaints Working Group

Draft 2 Senior Management Team

Legal review – not applicable as we are required to comply with the model SPSO document.

Sub Committee Review of Policy on 27 November 2018

Presented to Kingdom Housing Association Board of Management 21 January 2019

Presented to Kingdom Initiatives and Kingdom Support and Care Directors:

Policy Approved by January 2019

Next review date: January 2024

