



# KINGDOM

Housing Association

## Q1 Complaints Update

April - June 2021

Complaints give us valuable information we can use to improve customer satisfaction.

We receive and respond to our complaints in line with the Scottish Public Services Ombudsman Complaints Handling Procedure with an aim to respond to 100% of complaints within allowed time frames.

We acknowledge that when handled well, complaints can give our customers a form of redress when things go wrong, and we will use complaints to continually improve our service.

### Complaints Received

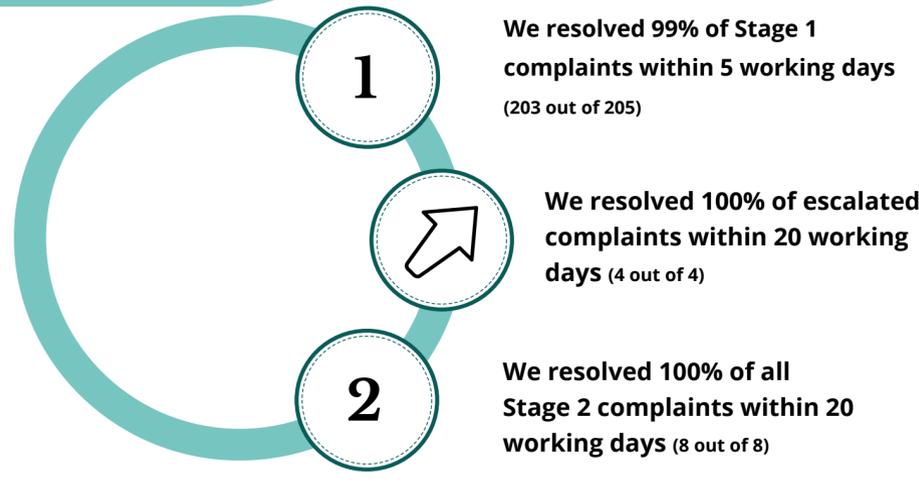


**213** Total Complaints Received

**205** Stage 1 Complaints

**8** Stage 2 Complaints

### Time Taken to Resolve



It Took an Average of **3.17** DAYS to Resolve Stage 1 Complaints

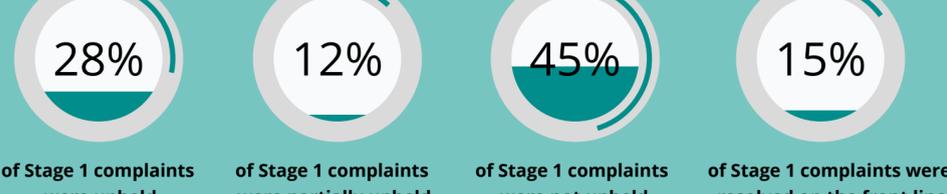
It Took an Average of **11** DAYS to Resolve Escalated Complaints

It Took an Average of **11.7** DAYS to Resolve Stage 2 Complaints

### Resolutions



#### Stage 1



#### Stage 2



#### Escalated



#### Further Information

If you need to make a complaint or would like further information about complaints, you can call 01592 631661, email us at [kingdom@kha.scot](mailto:kingdom@kha.scot) or visit our website at [www.kingdomhousing.org.uk](http://www.kingdomhousing.org.uk)

Further information about the Scottish Public Services Ombudsman (SPSO) can be found at [www.spsos.org.uk](http://www.spsos.org.uk) or by calling [0800 377 7330](tel:08003777330).

## You Said... We Did...

We received a complaint regarding a refund on an account which was delayed as we didn't follow up on an email to a third party in a reasonable time frame.

Officers now have responsibility for set geographical areas. This allows them to take ownership of the work, utilising diary functions to see work through to completion.

A tenant was unhappy that their BBQ was removed as it was stored in a communal area and removed by contractors. Items shouldn't be stored in the communal bin area but we agreed to update our processes.

We have updated our procedure to ensure tenants are contacted prior to removal of items which should not be stored in communal areas.

An urgent repair request was lost in translation between Kingdom and a partner Housing Association for an unreasonable amount of time due to new systems and a new staff member.

Additional training has been provided to staff members on the remit of property repairs between Kingdom and the partner Association.

We were told our garden maintenance contractors have been cutting grass with trimmers only and had left patios and pathways covered in grass.

We discussed this with our contractor who explained they had some lawnmowers in for repair and apologised for the mess. They aim to communicate any issues to Kingdom before attending properties.