



KINGDOM

Housing Association

Q4 Complaints Update

Jan - Mar 2024

Complaints help us to learn more about the customer's experience of using our services. It helps us learn from their feedback and make improvements.

Complaints are managed and responded to in line with the Scottish Public Services Ombudsman (SPSO) Complaints Handling Procedure. Our goal is to respond to 100% of complaints within the time frames.

When complaints are handled well, they can give our customers a form of redress when things go wrong and we will use complaints to improve our service.

Complaints Received

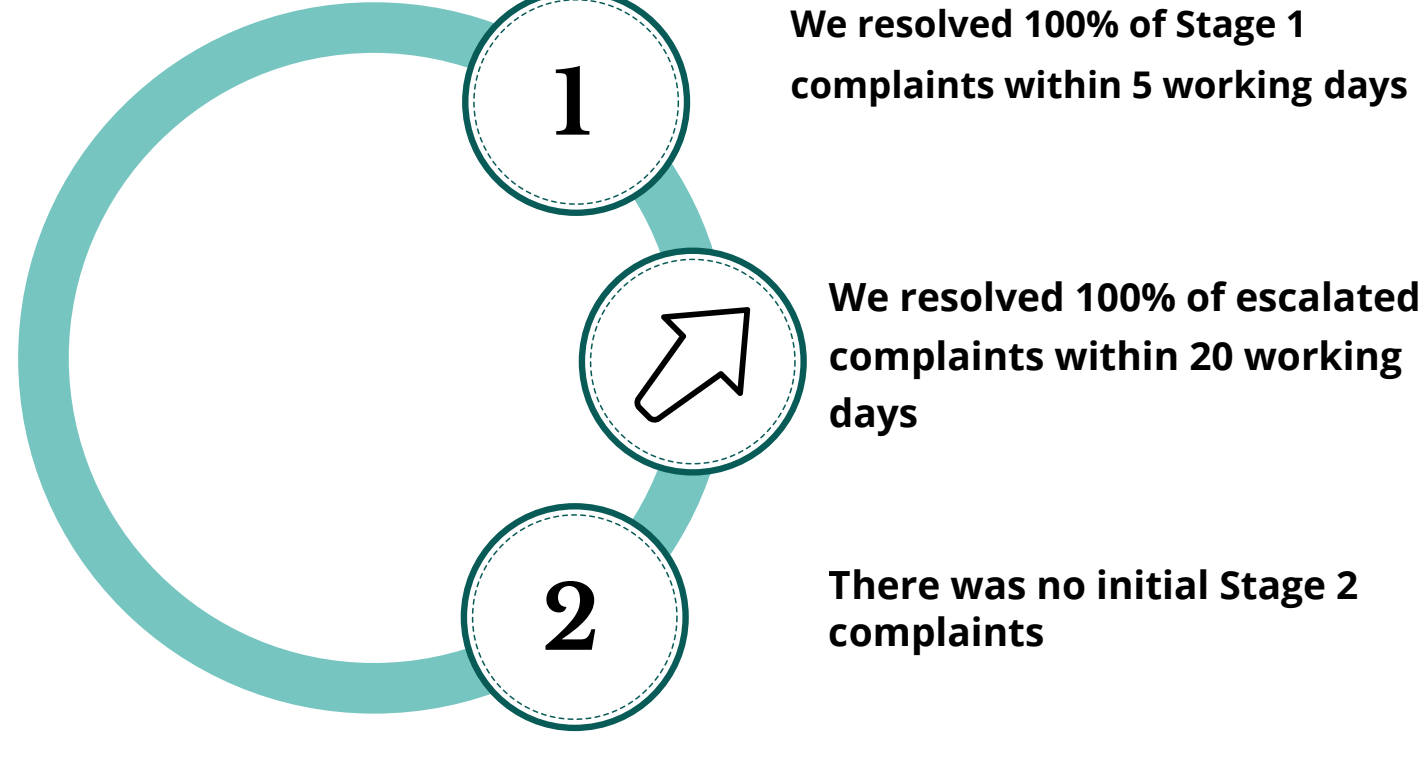


339 Total Complaints Received

331 Stage 1 Complaints

8 Stage 2 Complaints

Time Taken to Resolve



It Took an Average of

1.06 DAYS

to Resolve Stage 1 Complaints

It Took an Average of

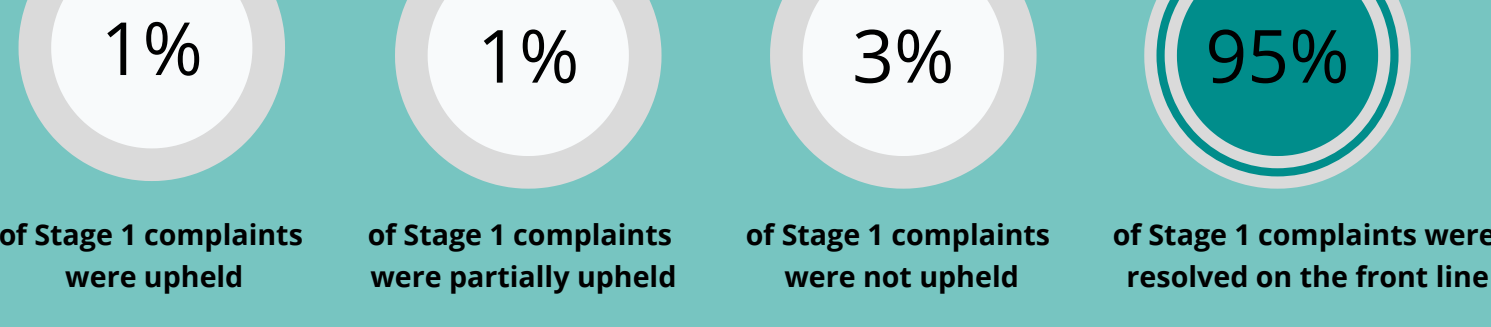
9.13 DAYS

to Resolve Escalated Complaints

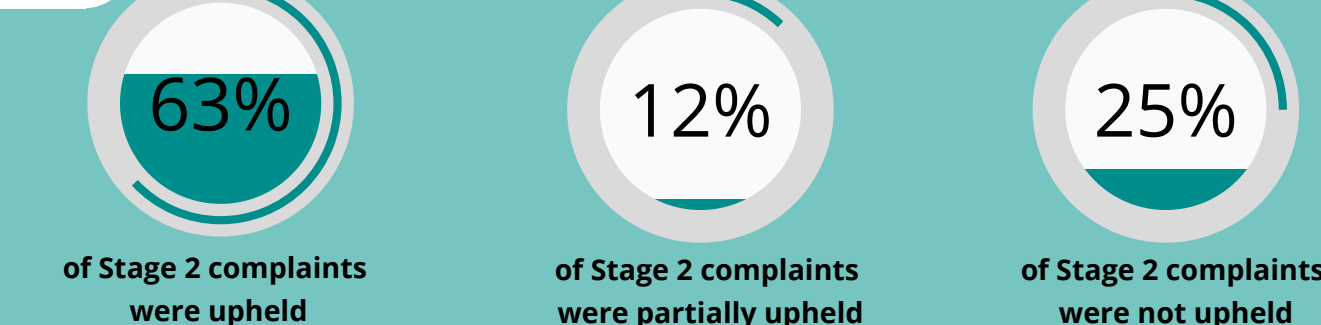
Resolutions



Stage 1



Escalated



Stage 2



You Said... We Did...

You would like us to contact you if there are any changes to repairs appointments

We have updated our process to make sure we utilise all communication methods when trying to contact customers to amend appointments

We need to follow up on any agreed actions when closing a complaint

We have reviewed our processes and scheduled follow on tasks to make sure the agreed actions are followed up correctly.

We need to improve communication with our customers

Training has been identified for our in-house teams to make sure they update the customer's record on our management system to engage more effectively with our customers.

Our grounds maintenance contract is not being fulfilled, resulting in missed visits and leaving our developments overgrown.

Our new in-house Grounds Maintenance teams are now in place and we can monitor the service delivery.

Glossary

Upheld Complaint	Kingdom accepts that something has gone wrong that could have been avoided or shouldn't have happened.
Not Upheld	Kingdom has followed all correct procedures and does not accept responsibility for any wrongdoing.
Partially Upheld	Is applied to complaints with more than one issue and Kingdom accepts something went wrong for part of it, but not others.
Escalated Complaint	If a complainant is unhappy with our response at Stage 1, the complaint is reopened, escalated to Stage 2 and re-investigated.
Resolved in Agreement with Complainant	Also known as "Frontline Resolution" where Kingdom and the complainant come to an agreement immediately to resolve a problem. Usually a re-arranged appointment, an apology or an explanation. Quick resolutions do not require us to report as Upheld or Not Upheld.

Further Information

If you need to make a complaint or would like further information about complaints, you can call 01592 630922, on our website www.kingdomhousing.org.uk, email us at customerservices@kha.scot or contact us through your My Kingdom account.

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