

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



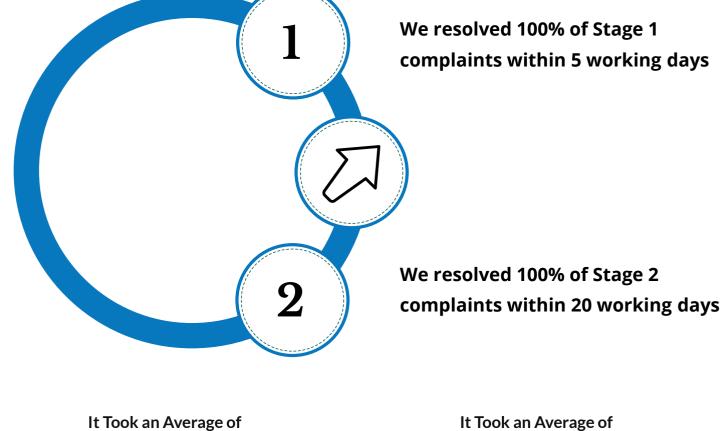
Total Complaints Received

Stage 1 Complaints

Stage 2 Complaint

Time Taken to Resolve





1.09 to Resolve Stage

1 Complaints

It Took an Average of

to Resolve Stage 2 Complaints

Resolutions



Stage 1

of Stage 1 complaints were upheld Stage 2

0%

were partially upheld

of Stage 1 complaints

2%

of Stage 1 complaints were not upheld

2%

of Stage 1 complaints were resolved on the front line

of Stage 2 complaints were upheld

Complainant

of Stage 2 complaints were partially upheld

0%

of Stage 2 complaints were not upheld

0%

You Said...We Did...

Our Gas Contractors should provide Reminder given to Contractors to make

heaters when your supply is not sure heaters were avaiable when attending call-outs. working

Glossary Kingdom accepts that something has gone wrong that could have **Upheld Complaint** been avoided or shouldn't have happened. Kingdom has followed all correct procedures and does not accept Not Upheld responsibility for any wrongdoing.

Is applied to complaints with more than one issue and Kingdom Partially Upheld accepts something went wrong for part of it, but not others. If a complainant is unhappy with our response at Stage 1, the **Escalated Complaint** complaint is reopened, escalated to Stage 2 and re-investigated.

Also known as "Frontline Resolution" where Kingdom and the Resolved in complainant come to an agreement immediately to resolve a Agreement with problem. Usually a re-arranged appointment, an apology or an

or Not Upheld.

explanation. Quick resolutions do not require us to report as Upheld