



# KINGDOM

Initiatives

## 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



55

Total Complaints Received

54

Stage 1 Complaints

1

Stage 2 Complaint

### Time Taken to Resolve



1

We resolved 100% of Stage 1 complaints within 5 working days



2

We resolved 100% of Stage 2 complaints within 20 working days

It Took an Average of

1.09 DAYS

to Resolve Stage 1 Complaints

It Took an Average of

10 DAYS

to Resolve Stage 2 Complaints

### Resolutions



#### Stage 1

0%

of Stage 1 complaints were upheld

2%

of Stage 1 complaints were partially upheld

2%

of Stage 1 complaints were not upheld

96%

of Stage 1 complaints were resolved on the front line

#### Stage 2

100%

of Stage 2 complaints were upheld

0%

of Stage 2 complaints were partially upheld

0%

of Stage 2 complaints were not upheld

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

Our Gas Contractors should provide heaters when your supply is not working

Reminder given to Contractors to make sure heaters were available when attending call-outs.

### Glossary

<b>Upheld Complaint</b>	Kingdom accepts that something has gone wrong that could have been avoided or shouldn't have happened.
<b>Not Upheld</b>	Kingdom has followed all correct procedures and does not accept responsibility for any wrongdoing.
<b>Partially Upheld</b>	Is applied to complaints with more than one issue and Kingdom accepts something went wrong for part of it, but not others.
<b>Escalated Complaint</b>	If a complainant is unhappy with our response at Stage 1, the complaint is reopened, escalated to Stage 2 and re-investigated.
<b>Resolved in Agreement with Complainant</b>	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.