



KINGDOM

Group

Compliments and Complaints Policy

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Compliment and Complaints Policy

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Compliment and Complaints Policy

1. 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.

2. Purpose

The purpose of this policy is to make sure 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.

3. 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.

4. 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, www.kingdomhousing.org.uk.

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 help 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.

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

- 4.1 If a complaint relates to the delivery of social housing services provided by Kingdom Housing Association (KHA), the complaint will be handled through Kingdom's complaints process.

Where the customer remains dissatisfied and exhausted our complaints process, they have the right to refer their complaint to SPSO. We will ensure that customers are signposted to the SPSO at the appropriate stage and that our final response explains their escalation rights.

Where the customer is dissatisfied with services relating to our mid-market rent delivered through Kingdom Initiatives (KI) and exhausted our complaints process, they have the right to escalate their complaint to Housing and Property Chamber – First-tier Tribunal for Scotland.

- 4.2 If a complaint relates to the supply, billing, reliability, service standards or customer experience of a heat network, it may be treated as a heat network complaint.

Heat network complaints will be handled through Kingdom's complaints process, but we will also ensure that customers are advised of their right to escalate the matter to the Energy Ombudsman where appropriate:

- The complaint has not been resolved within 8 weeks; or
- We issue a deadlock letter confirming that the complaint cannot be resolved through our internal process.



We will ensure that customers are signposted to the Energy Ombudsman at the appropriate stage and that any deadlock letter clearly explains their escalation rights.

- 4.3 If a complaint relates to how we have used, managed, shared, stored or responded to a request about personal data, it may be treated as a data protection complaint.

Data protection complaints will be handled through Kingdom's complaints process, but we will ensure we acknowledge data protection complaints within 30 days and provided a response without undue delay.

Where a customer remains dissatisfied with our response, or believes we have not handled their personal data appropriately they have the right to contact the Information Commissioner's Office (ICO).

- 4.4 Where a complaint related to our registered care service provided by Kingdom Support and Care (KSC), we will manage the complaint through our internal complaints process. If the customer remains dissatisfied after our complaints process has been exhausted, they have the right to escalate their complaint to the Care Inspectorate.

Customers also have the right to raise their concerns directly with the Care Inspectorate, as the independent regulator of care services in Scotland.

Where concerns relate to the conduct, competence, or fitness to practise of an individual registered social service worker, customers may also raise these concerns with the Scottish Social Services Council (SSSC), which regulates the social service workforce in Scotland.

Some complaints may involve more than one issue. Where this happens, we will explain to the customer how their complaint will be handled, which parts of the complaint fall under specific requirements, and what escalation routes apply. We will aim to provide a joined-up response wherever possible and avoid asking customers to repeat the same information unnecessarily.

5. 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 more information is needed to conduct a full and fair investigation, to make improvements or to make



sure 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.

6. Making a Complaint or Giving a Compliment (KHA & KI)

- Online at Kingdom's website www.kingdomhousing.org.uk
- Customer Portal, My Kingdom
- In person at any of our offices
- By letter, Saltire Centre, Pentland Court, Glenrothes, KY6 2DA
- By phone on 01592 630922
- By email at customerservices@kha.scot

7. Making a Complaint or Giving a Compliment (KSC)

- Online at Kingdom's Support and Care website [Kingdom Support & Care - Great Support, Great Lives](#)
- In person and any of our offices or bases
- By letter, Saltire Centre, Pentland Court, Glenrothes, KY6 2DA
- By phone, 01383 741220
- By email at businessserviceteam@kha.scot

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

8. 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.

9. Publicising Complaints

In line with SPSO requirements, Kingdom Housing Association will publish information on complaints on a quarterly basis, including *'You Said, We Did'* updates highlighting complaint outcomes and the actions taken to improve services.



An annual report will also be published, which will include performance statistics in line with the complaint indicators set by the SPSO, an overview of complaint trends, and details of the actions that have been or will be taken to improve services as a result of complaints received.

These reports will be published on Kingdom's website

10. 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.

Prepared by	Governance Business Partner Customer Experience Team Leader
Reviewed by	Business Leadership Team
Was AI used in preparing this policy?	No
References used	• The Scottish Public Services Ombudsman (SPSO) publication – Model Complaints Handling Procedures • Housing and Property Chamber – First-tier Tribunal for Scotland. • Energy Ombudsman • Information Commissioner's Office (ICO). • Care Inspectorate
Legal Review	N/A
Approved by	
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