



KINGDOM

Group

Compliments and Complaints Policy

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Approved: June 2024
Next Review: June 2029

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.

We welcome compliments online, in person, on the phone, by letter or email.

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.

We welcome complaints online, in person, on the phone, by letter or email.

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

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. 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.

7. Publicising Complaints

We will publish information on Kingdom's complaints on a quarterly basis, including "you said, we did" information around the complaint outcomes and actions taken to improve services. This will be published on Kingdom's website.

We will publish an annual complaints performance report on our website, in line with the SPSO requirements. The report will include performance statistics in line with the complaint indicators published by the SPSO, complaint trends and the actions that have or will be taken to improve services as a result.

8. Making a Complaint or Giving A Compliment

- 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



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

9. 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.



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Policy drawn up with reference to:

- The Scottish Public Services Ombudsman (SPSO) publication – Model Complaints Handling Procedures

Prepared by Leigh Shearer, Customer Services Manager

Initial Policy prepared by Calum Kippen, Governance Manager 2018

Draft 2 approved by Senior Management Team

Legal review – not applicable as we are required to comply with the model SPSO document.

Presented to Customer Services Committee on 25 June 2024

Policy Approved 25 June 2024

Next review date: June 2029

