



# KINGDOM

Housing Association

## Q1 Complaints Update

April - June 2024

Complaints help us to learn more about the customer's experience of using our services.

### Complaints Received



# 242

Total Complaints Received

# 233

Stage 1 Complaints

# 9

Stage 2 Complaints

### Time Taken to Resolve



# 1

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



We resolved 100% of escalated complaints within 20 working days

# 2

We resolved 100% of all 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

# 4.7

DAYS

to Resolve Escalated Complaints

It Took an Average of

# 8.5

DAYS

to Resolve Stage 2 Complaints

### Resolutions



#### Stage 1

# 1%

of Stage 1 complaints were upheld

# 1%

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

#### Escalated

# 14%

of escalated complaints were upheld

# 57%

of escalated complaints were partially upheld

# 29%

of escalated complaints were not upheld

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

Improve communication when there are delays to repairs.

Reviewed the process to make sure the customer is contacted in a variety of channels such as email, SMS and telephone call.

It can be frustrating waiting in the telephone queue to speak to someone and you don't know how long you need to wait.

We have introduced a prompt to let customers know where they are in the queue and offer a callback if needed.

Automated SMS messages highlighting small account balances are embarrassing and unnecessary.

We reviewed our process and small balances and adjusted the accounts. No SMS messages will be sent to accounts under a specific threshold.

Our reminder letters about Gas servicing were not being delivered on time or sometimes, not at all.

We updated our systems to show the date and time the letter was generated and posted to our customers to make sure these were out on time.

### 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.

### Further Information

If you need to make a complaint or would like further information about complaints, you can call 01592 630922, through Live Chat on our website [www.kingdomhousing.org.uk](http://www.kingdomhousing.org.uk), email us at [customerservices@kha.scot](mailto: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](http://www.spsos.org.uk) or by calling [0800 377 7330](tel:08003777330).