



# KINGDOM

Initiatives

## Q1 Complaints Update

April - June 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



38

Total Complaints Received

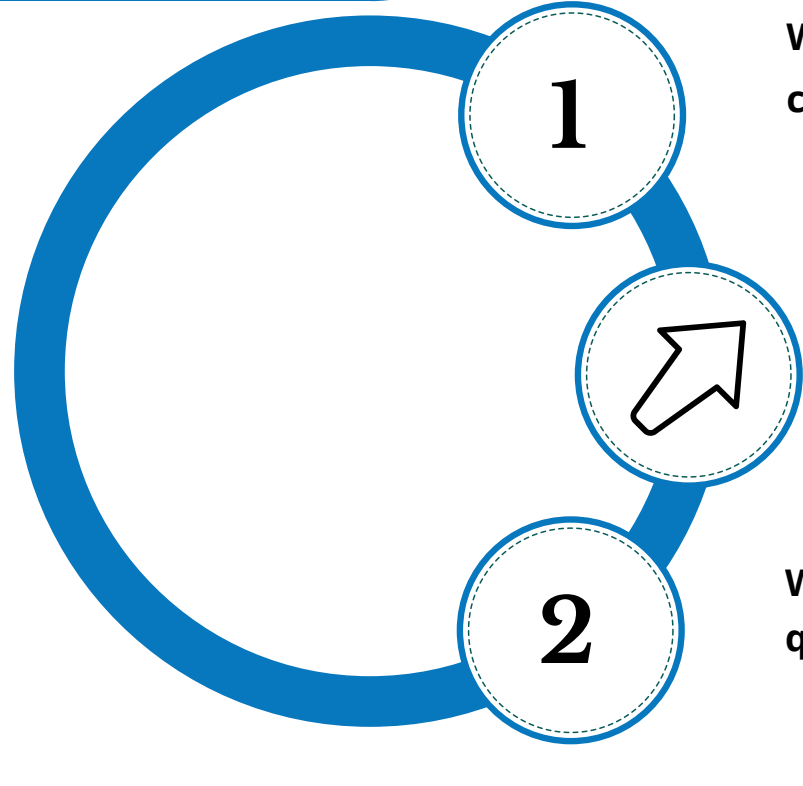
38

Stage 1 Complaints

0

Stage 2 Complaints

### Time Taken to Resolve



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

0 complaints were escalated from Stage 1 to Stage 2 after resolution.

We had no Stage 2 complaints in quarter 1

It Took an Average of

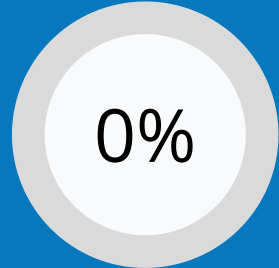
1.05 DAYS

to Resolve Stage 1 Complaints

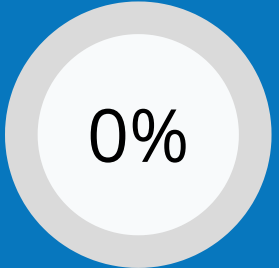
### Resolutions



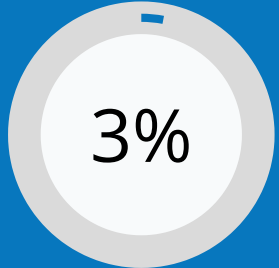
#### Stage 1



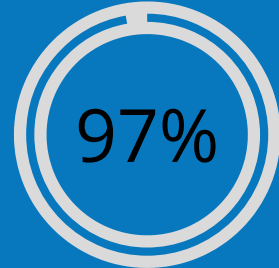
of Stage 1 complaints were upheld



of Stage 1 complaints were partially upheld

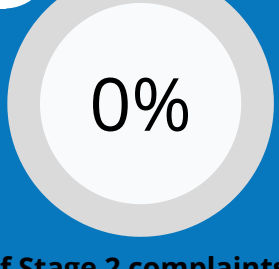


of Stage 1 complaints were not upheld

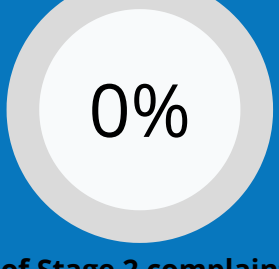


of Stage 1 complaints were resolved on the front line

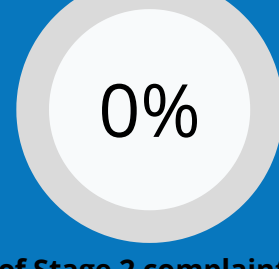
#### Stage 2



of Stage 2 complaints were upheld



of Stage 2 complaints were partially upheld

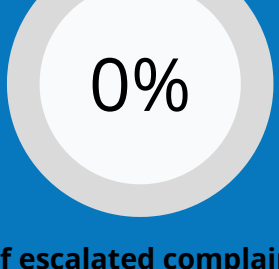


of Stage 2 complaints were not upheld

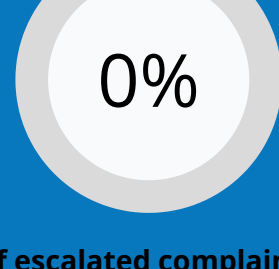
#### Escalated



of escalated complaints were upheld



of escalated complaints were partially upheld



of escalated complaints were not upheld

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

When a job is cancelled, we need to let our customers know as quickly as possible.

When re-arranging or cancelling a job, we will contact the customer asap by email, text message or phone call to make sure we let the customer know of the new arrangements.

Responses to emails are slower than expected.

We have diverted the Alternative Tenures mailbox to a centralised Customer Services mailbox to make sure email responses meet our Customer Core Standards.

This will improve the timescales for responding.

### 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.