



KINGDOM

Housing Association

Q2 Complaints Update

July - September 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



Time Taken to Resolve



It Took an Average of

1.04 DAYS

to Resolve Stage 1 Complaints

It Took an Average of

5.5 DAYS

to Resolve Escalated Complaints

It Took an Average of

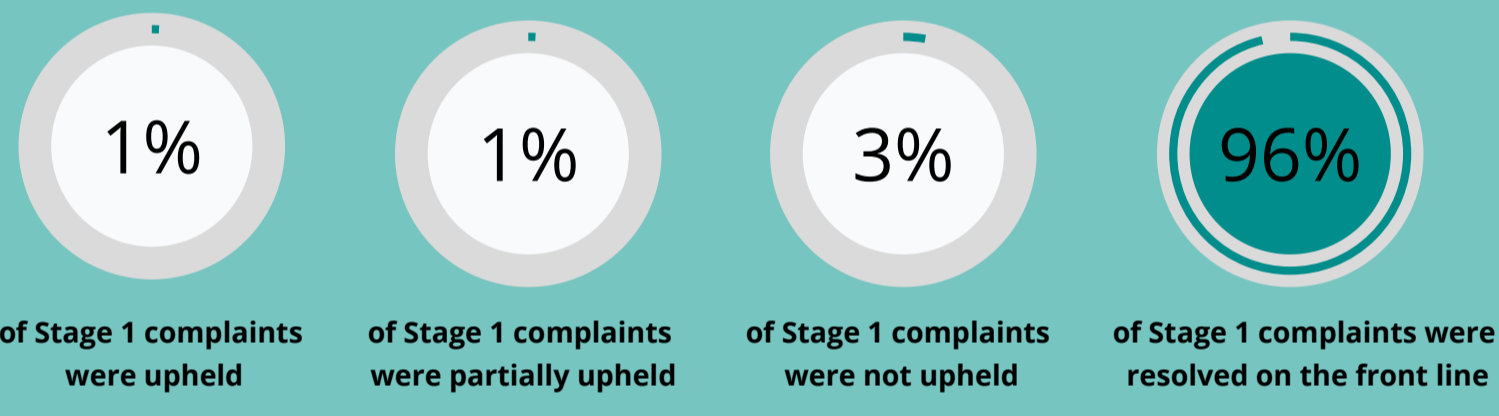
7.5 DAYS

to Resolve Stage 2 Complaints

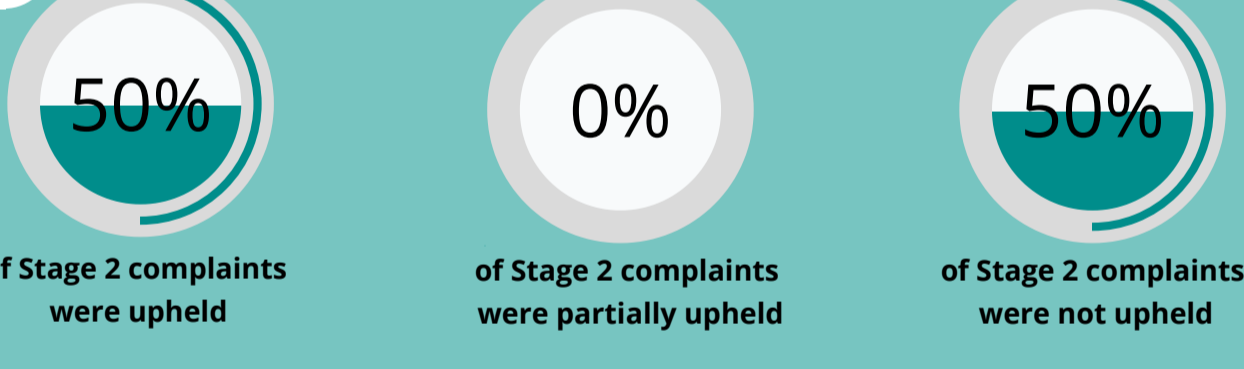
Resolutions



Stage 1



Stage 2



Escalated



You Said... We Did...

Improve communication when repairs appointments are changed.

We aim to make sure our customers are notified if we change the appointment times - we have reviewed the process to make sure the customer is contacted in a variety of channels such as email, SMS and telephone call.

It would be good to get notified if our rent balances are building up as a refund could be handy.

We reviewed our rent account checks and will regularly run a debit balance account report to notify our customers if they are due a refund or they can decrease their direct debit.

Glossary

Upheld Complaint	Kingdom accepts that something has gone wrong that could have been avoided or shouldn't have happened.
Not Upheld	Kingdom has followed all correct procedures and does not accept responsibility for any wrongdoing.
Partially Upheld	Is applied to complaints with more than one issue and Kingdom accepts something went wrong for part of it, but not others.
Escalated Complaint	If a complainant is unhappy with our response at Stage 1, the complaint is reopened, escalated to Stage 2 and re-investigated.
Resolved in Agreement with Complainant	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 our website www.kingdomhousing.org.uk, email us at 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 or by calling [0800 377 7330](tel:08003777330).