



KINGDOM

Initiatives

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



26

Total Complaints Received

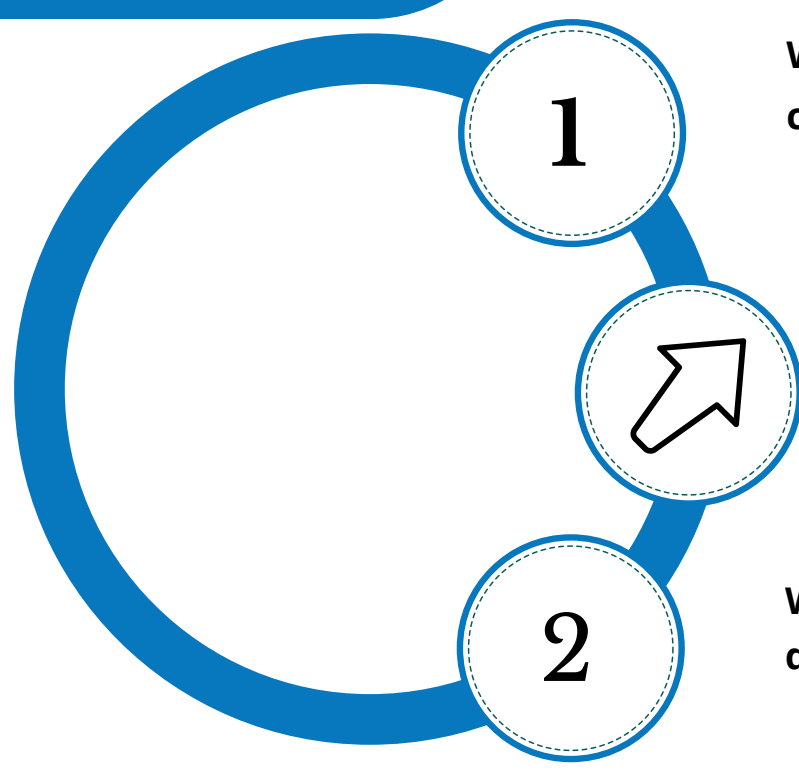
25

Stage 1 Complaints

1

Stage 2 Complaints

Time Taken to Resolve



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

1 complaint was escalated from Stage 1 to Stage 2 after resolution.

We had 1 Stage 2 complaint in quarter 2

It Took an Average of

1 DAY

to Resolve Stage 1 Complaints

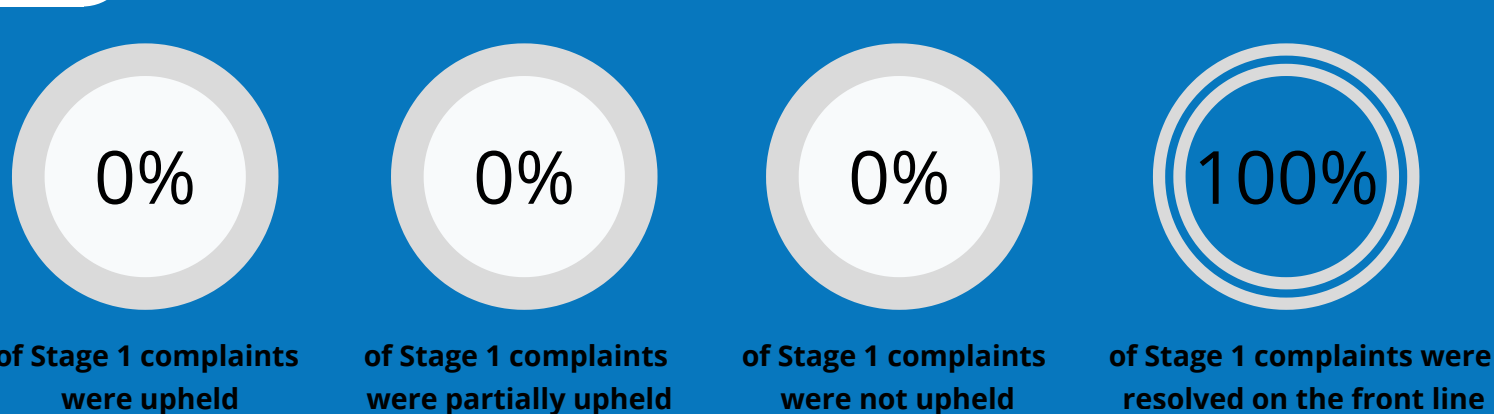
It Took an Average of

6 DAYS

to Resolve Stage 2 Complaints

Resolutions

Stage 1



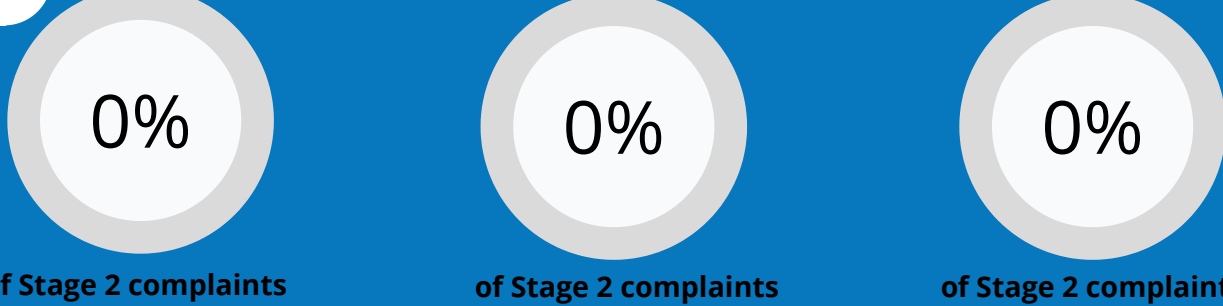
0% of Stage 1 complaints were upheld

0% of Stage 1 complaints were partially upheld

0% of Stage 1 complaints were not upheld

100% of Stage 1 complaints were resolved on the front line

Stage 2

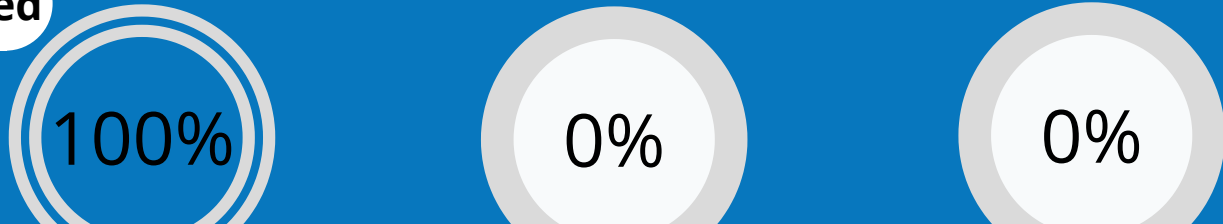


0% of Stage 2 complaints were upheld

0% of Stage 2 complaints were partially upheld

0% of Stage 2 complaints were not upheld

Escalated



100% of escalated complaints were upheld

0% of escalated complaints were partially upheld

0% 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.

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.