



# KINGDOM

Housing Association

## Q4 Complaints Update

January - March 2026

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



**284** Total Complaints Received

**272** Stage 1 Complaints

**12** Stage 2 Complaints

### Time Taken to Resolve



It Took an Average of

**1** DAY

to Resolve Stage 1 Complaints

It Took an Average of

**12** DAYS

to Resolve Escalated Complaints

It Took an Average of

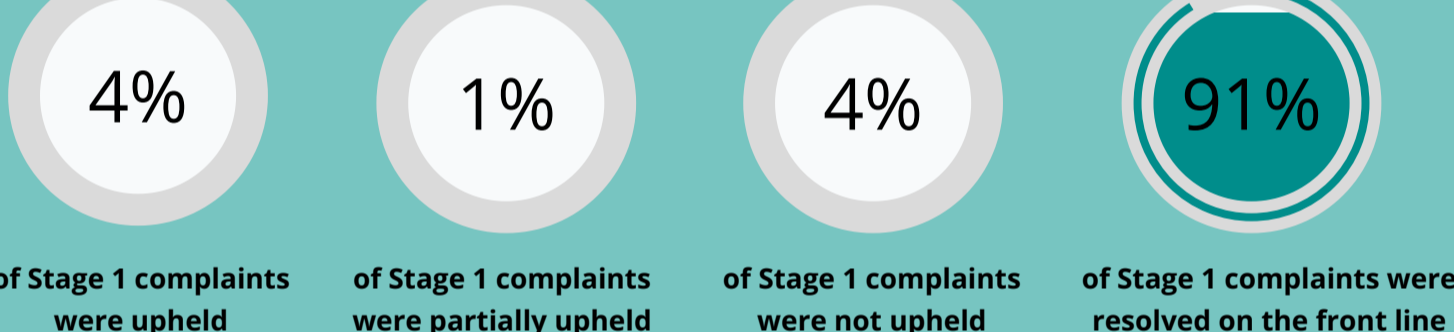
**13** DAYS

to Resolve Stage 2 Complaints

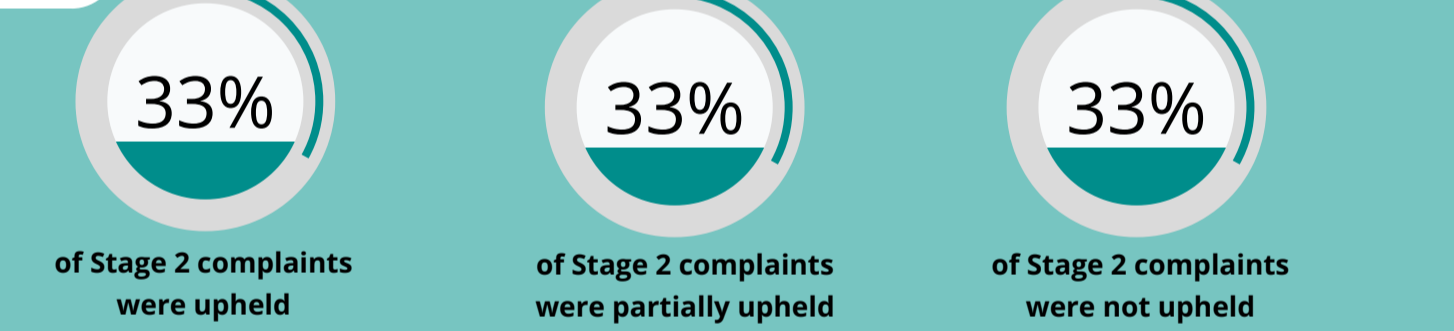
### Resolutions



#### Stage 1



#### Stage 2



#### Escalated



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

You would like faster response times when emailing our Customer Hub

We will continue to follow our Customer Service Standards which outline our expected response times.

We have implemented new processes for our Customer Hub to make sure urgent enquiries are prioritised.

Feedback has shown difficulty with arranging Post-Allocation Visits.

We have streamlined our process and are sending notification of Post Allocation Visits directly from our system. Requests for rescheduling appointments will go straight to your Neighbourhood Officer to ensure they are picked up quickly

### 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 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).