



# KINGDOM

Initiatives

## 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



# 46

Total Complaints Received

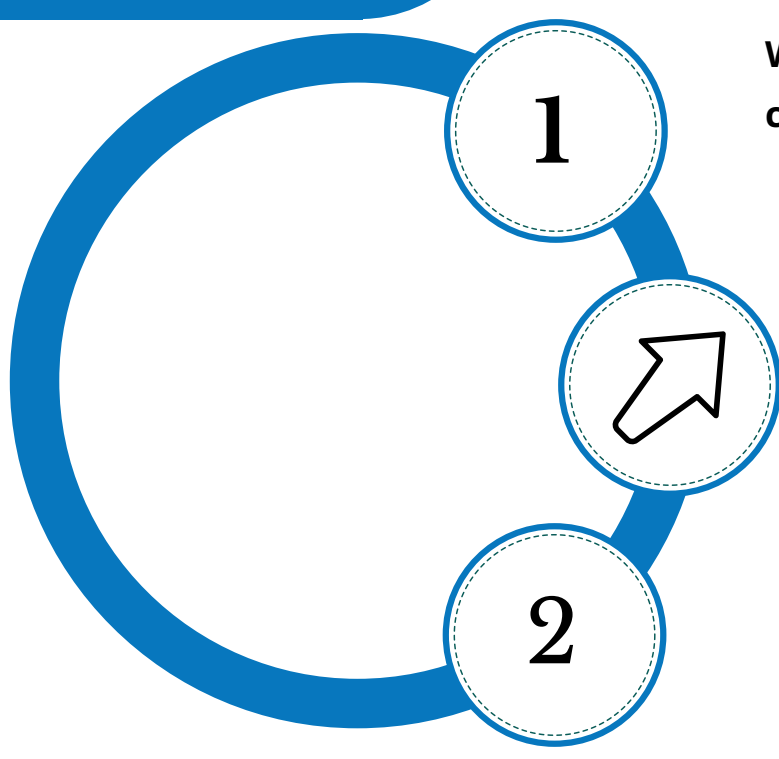
# 43

Stage 1 Complaints

# 3

Stage 2 Complaints

### Time Taken to Resolve



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

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

We resolved 100% of Stage 2 complaints within 20 working days

It Took an Average of

# 1

DAY

to Resolve Stage 1 Complaints

It Took an Average of

# 11

DAYS

to Resolve Stage 2 Complaints

### Resolutions



#### Stage 1

5%

of Stage 1 complaints were upheld

7%

of Stage 1 complaints were partially upheld

0%

of Stage 1 complaints were not upheld

88%

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

67%

of escalated complaints were upheld

33%

of escalated complaints were partially upheld

0%

of escalated complaints were not upheld

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

You would like to see a more streamlined process when applying for our Mid Market Rent properties through Lettingweb. The current process feels lengthy and time consuming.

We have reviewed our current process and replaced the requirement of completing a full application form to uploading a My Rental CV. This improved way allows you to upload proofs at the same time you apply.

### 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.