



KINGDOM

Housing Association

Q1 Complaints Update

April - June 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

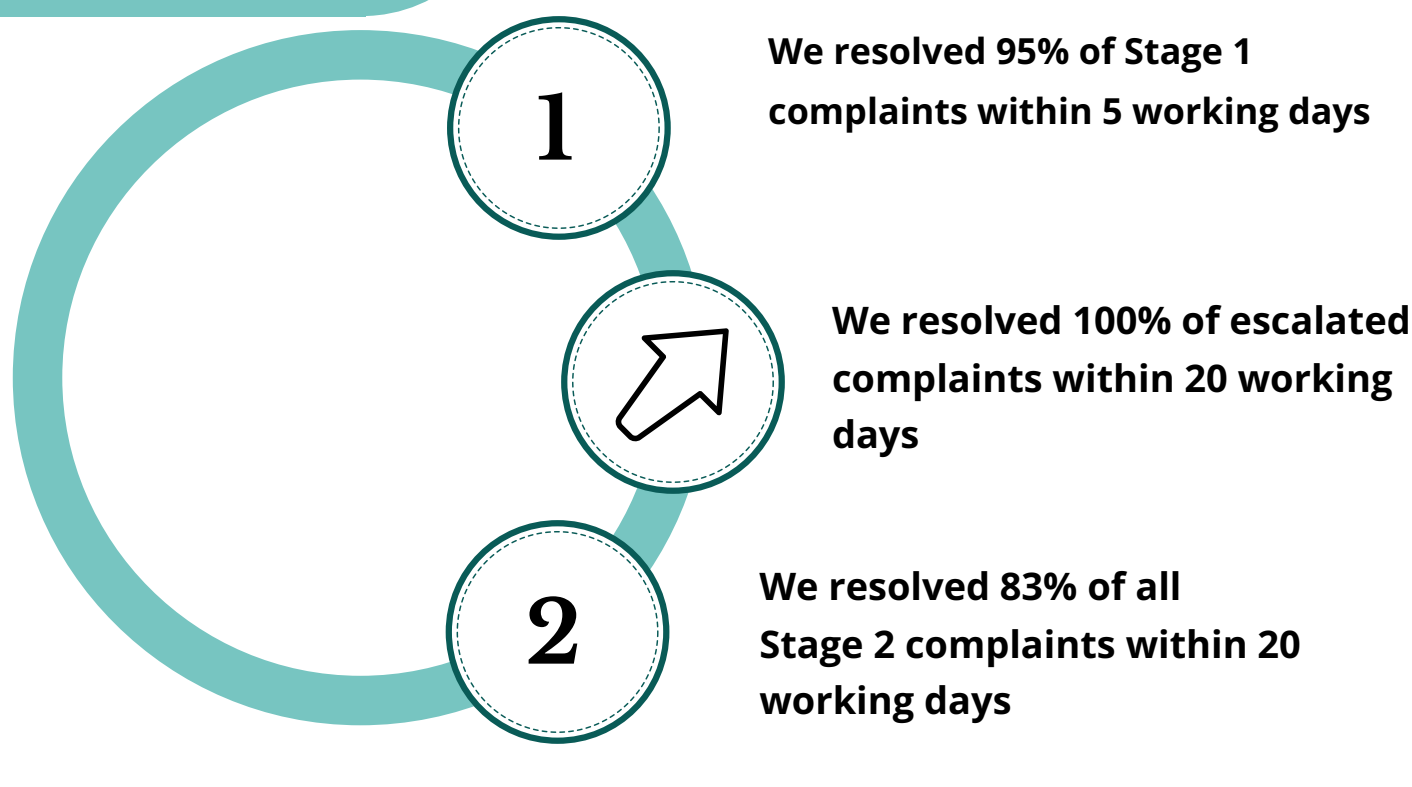


227 Total Complaints Received

210 Stage 1 Complaints

17 Stage 2 Complaints

Time Taken to Resolve



It Took an Average of

3 DAYS

to Resolve Stage 1 Complaints

It Took an Average of

10 DAYS

to Resolve Escalated Complaints

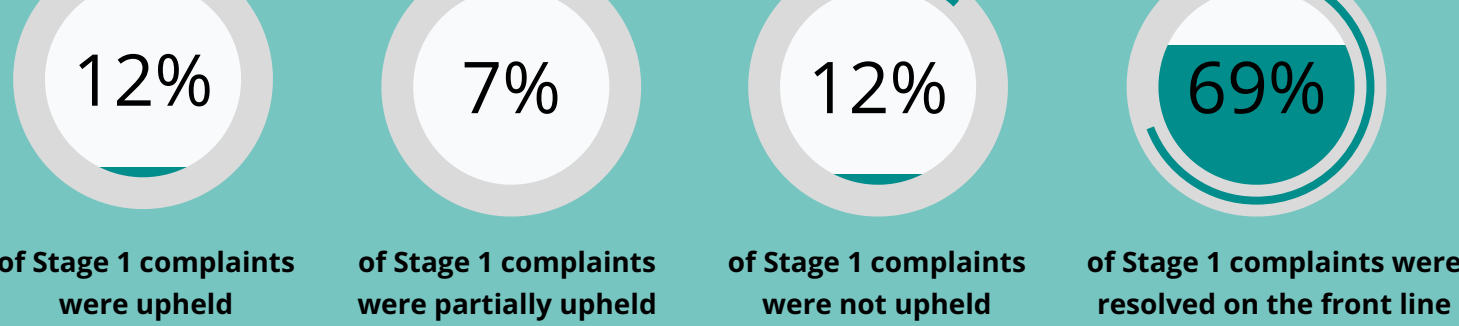
It Took an Average of

13.5 DAYS

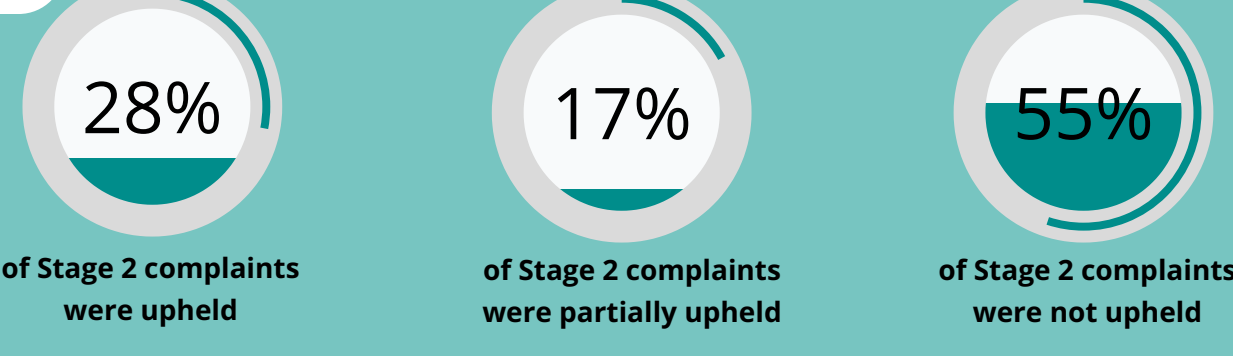
to Resolve Stage 2 Complaints

Resolutions

Stage 1



Stage 2



Escalated



You Said... We Did...

You were not made aware of your Stair Cleaning Service being brought in-house.

We have included communications about the change from contractors to an in-house team in our customer newsletter.

We recognise that a change in service should have been communicated to you in advance and have taken this on board for future service changes.

You were unhappy with the standard of our contractors during your kitchen replacements.

We are seeking a new contractor to ensure that future home improvements are completed to a high standard. We have followed up to ensure snagging work is complete.

There were errors for our new customers in setting up their direct debit which resulted in multiple payments being taken.

We have streamlined our allocation process and will continue to train staff on our payment system to avoid errors like this in the future.

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.spsa.org.uk or by calling [0800 377 7330](tel:08003777330).