



KINGDOM

Initiatives

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



47

Total Complaints Received

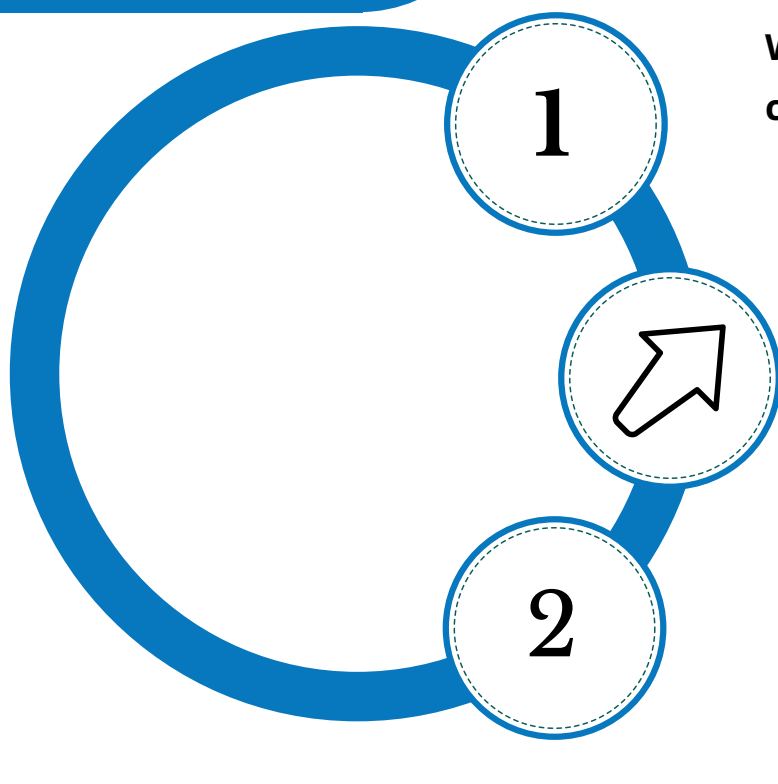
43

Stage 1 Complaints

4

Stage 2 Complaints

Time Taken to Resolve



We resolved 90.7% of Stage 1 complaints within 5 working days

2 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

2 DAYS

to Resolve Stage 1 Complaints

It Took an Average of

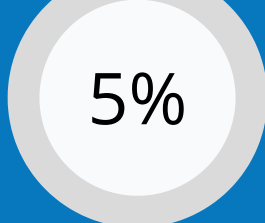
11.5 DAYS

to Resolve Stage 2 Complaints

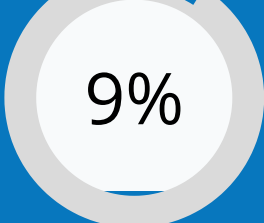
Resolutions



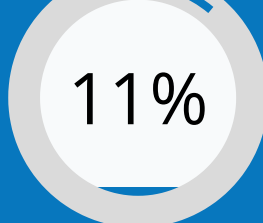
Stage 1



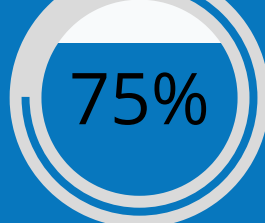
of Stage 1 complaints were upheld



of Stage 1 complaints were partially upheld

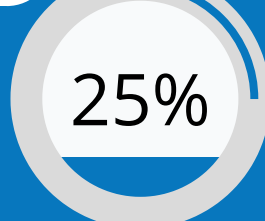


of Stage 1 complaints were not upheld

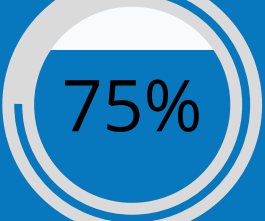


of Stage 1 complaints were resolved on the front line

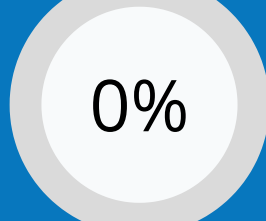
Stage 2



of Stage 2 complaints were upheld

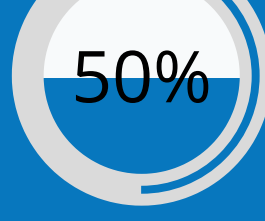


of Stage 2 complaints were partially upheld

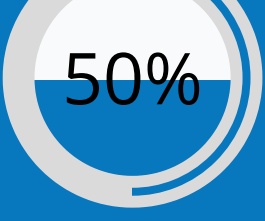


of Stage 2 complaints were not upheld

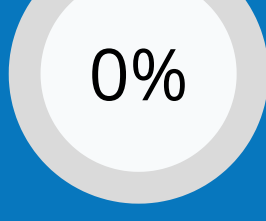
Escalated



of escalated complaints were upheld



of escalated complaints were partially upheld



of escalated complaints were not upheld

You Said...We Did...

You said there was a lack of communication between ourselves and applicants being advised if they were successful/unsuccessful.

Due to exceptionally high demand, we are only able to contact the successful applicant for each vacancy. We have updated our automated messages to make this clearer for customers.

You said you were facing delays with call-backs from our Mid-Market Rent Team.

We are working with our Customer Services Team and training staff to be able to answer general queries at the first point of contact, so you do not have to wait for a call-back. If you do require a call back we are working to meet our service standards of 3 working days.

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 Housing and Property Chamber, First-tier Tribunal for Scotland online at www.housingandpropertychamber.scot or calling 0141 302 5900