



Complaints Handling Procedure

If you need this publication in larger print, audio, Braille, or in another language, please get in touch and we will be happy to help.



Complaints Handling Procedure

We are committed to providing high-quality customer services. **We value complaints and use information from them to help us improve our services.**

If something goes wrong or you are dissatisfied with our services, please tell us. This leaflet describes our complaints procedure and how to make a complaint. It also tells you about our service standards and what you can expect from us.

What is a complaint?

A complaint is an expression of dissatisfaction about our actions, lack of action or about the standard of service given by us or on our behalf.

What can I complain about?

You can complain about things like:

- delays in responding to your enquiries and requests
- failure to provide a service
- our standard of service
- dissatisfaction with our policy
- treatment by or attitude of a member of staff
- being given wrong or incorrect information or advice
- our failure to follow proper procedures or administration practice
- how we have handled your personal data

Your complaint may involve more than one of our services or be about someone working on our behalf.

What can't I complain about?

There are some things we can't deal with through our complaints procedure. These include:

- a routine, first-time request for a service, for example reporting a problem that needs to be repaired or initial action on anti-social behaviour
- requests for compensation only
- our policies and procedures that have a separate right of appeal, for example, if you are dissatisfied with the level of priority you have been given when applying for a house, you may have the right to appeal against the decision
- issues that are in court or have already been heard by a court or a tribunal
- an attempt to reopen a previously concluded complaint or to have a complaint reconsidered where we have already given our final decision following a Stage 2 investigation



If you are still not satisfied, you have the right to request an independent review. Further information is provided on page 5 on how to do this based on your tenancy type or what your complaint is about.

If other procedures or rights of appeal can help you resolve your concerns, we will give information and advice to help you.

Who can complain?

Anyone can make a complaint to us, including the representative of someone who is dissatisfied with our service. Please also read the section **Getting help to make your complaint**.

How do I complain?

You can complain in person at our Head Office, via My Kingdom, by phone, by email or in writing.

It is easier for us to resolve complaints if you make them quickly and directly to the service concerned, so please talk to a member of our staff at the service you are complaining about. They can then try to resolve any problems on the spot.

When complaining, please tell us:

- your full name, address and contact details
- as much as you can about the complaint
- what has gone wrong
- how you want us to resolve the matter

How long do I have to make a complaint?

Normally, you must make your complaint within six months of:

- the event you want to complain about
- finding out that you have a reason to complain, but no longer than 12 months after the event itself

In exceptional circumstances, we may be able to accept a complaint after the time limit. If you feel that the time limit should not apply to your complaint, please tell us why.



What happens when I have complained?

We will always tell you who is dealing with your complaint. Our complaints procedure has two stages:

Stage 1: frontline resolution

We aim to respond and resolve complaints quickly. This could mean an on-the-spot apology and an explanation if something has clearly gone wrong, or immediate action to resolve the problem.

We will give you our decision at Stage 1 in five working days or less, unless there are exceptional circumstances.

If we can't resolve your complaint at this stage, we will explain why. If you are still dissatisfied, you can ask for your complaint to be investigated further through Stage 2. You may choose to do this immediately or some time after you get our initial response. The request must be made within six months of the initial complaint. We can help you with making this request.

Stage 2: investigation

Stage 2 deals with two types of complaint: those that have not been resolved at Stage 1 and those that are complex and need detailed investigation.

When using Stage 2, we will:

- acknowledge receipt of your complaint within three working days
- discuss your complaint with you to understand why you remain dissatisfied and what outcome you are looking for
- give you a full response to the complaint as soon as possible and within 20 working days

If our investigation will take longer than 20 working days, we will tell you. We will agree revised time limits with you and keep you updated on progress

What if I'm still dissatisfied?

After we have fully investigated, if you are still dissatisfied with our decision or the way we dealt with your complaint, you have the right to take your complaint further.

Once our investigation stage has been completed and you have received our final response, we will not re-investigate your complaint.

We will direct you to the appropriate escalation route within our final response as this will differ based on your tenancy type and what your complaint is about.



Social Rented Tenants:

Scottish Public Services Ombudsman (SPSO)

The SPSO **cannot** normally look at:

- a complaint that has not completed our complaints procedure (**so please make sure it has done so before contacting the SPSO**)
- events that happened, or that you became aware of, more than a year ago
- a matter that has been or is being considered in court

SPSO (in person)

Bridgeside House
99 McDonald Road
Edinburgh
EH7 4NS

SPSO (by post)
Freepost EH641
Edinburgh
EH3 0BR

Text phone: 0790 049 4372

Tel: 0800 377 7330

Website: www.spsso.org.uk

Online contact: www.spsso.org.uk/contact-us

Mobile site: <http://m.spsso.org.uk>

Mid-Market Tenants (KI):

Housing and Property Chamber
First-tier Tribunal for Scotland
Glasgow Tribunals Centre
20 York Street
GLASGOW G2 8GT

Tel: 0141 302 5900 Fax: 0141 302 5901

Email: HPCAdmin@scotcourtsribunals.gov.uk

Web: www.housingandpropertychamber.scot



**Home Owners, Sharing Owners
and Owner Occupiers:**

Homeowners Housing Panel
Europa Building
450 Argyle Street
Glasgow
G2 8LH
Tel: 0141 242 0175 Fax: 0141 242 0141
Email: hohpadmin@scotland.gsi.gov.uk
Web: www.hohp.scotland.gov.uk

Factoring:

Housing and Property Chamber
First-tier Tribunal for Scotland
Glasgow Tribunals Centre
20 York Street
GLASGOW
G2 8GT
Tel: 0141 302 5900 Fax: 0141 302 5901
Email: HPCAdmin@scotcourtribunals.gov.uk
Web: www.housingandpropertychamber.scot

Data Protection:

Information Commissioners Office
Tel: 0303 123 1113
Web: <https://ico.org.uk/>

Heat Networks:

Energy Ombudsman
P.O. Box 966
Warrington WA4 9DF
Tel: 0330 440 1624
Email: enquiry@energyombudsman.org
Web: <https://www.energyombudsman.org/>

Care complaints (KSC):

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD14NY
Tel: 0845 600 9527 Fax: 01382 207 289
Email: enquiries@careinspectorate.com
Web: www.scswis.com

If you are a Kingdom Support and Care customer, all complaints are shared with the Care Inspectorate during inspections or at the request of the Care Inspectorate.



Reporting a significant concern to the Scottish Housing Regulator

The Scottish Housing Regulator (SHR) can consider issues raised with them about 'significant concern'. A significant concern is defined by the SHR as something that a landlord does or fails to do that puts the interests of its tenants at risk, and which the landlord has not resolved. This is something that is a systemic problem that does, or could, affect all a landlord's tenants. If you are affected by a problem like this, you should first report it to us. If you have told us about it but we have not resolved it, you can report it directly to the SHR.

A complaint between an individual tenant and a landlord is not a significant concern. Significant concerns are not, therefore, dealt with through this complaints-handling procedure. You can find more information about this on our website or the SHR also has more information on their website: www.scottishhousingregulator.gov.uk

Or you can phone them on: 0141 242 5642

Getting help to make your complaint

We understand that you may be unable, or reluctant, to make a complaint yourself. We accept complaints from the representative of a person who is dissatisfied with our service. We can take complaints from a friend, relative or an advocate, if you have given them your consent to complain for you. This authority needs to be provided to us directly by you.

You can find out about advocates in your area by contacting the Scottish Independent Advocacy Alliance or Citizens Advice Bureau.

Scottish Independent Advocacy Alliance

Tel: 0131 524 1975 Website: www.siaa.org.uk

Citizens Advice Scotland

Website: www.cas.org.uk Or check your phone book for your local bureau.

We are committed to making our service easy to use for all members of the community. In line with our statutory equalities duties, we will always make sure that reasonable adjustments are made to help customers access and use our services. If you have trouble putting your complaint in writing, please tell us.

We can also give you this leaflet in other languages and formats (such as **large print**, audio and Braille).



Complaints procedure

You can make your complaint in person, by phone, by email or in writing.

We have a **two-stage complaints procedure**. We will always try to deal with your complaint quickly. But if it is clear that the matter will need a detailed investigation, we will tell you and keep you updated on our progress.



Stage 1: frontline resolution

We will always try to resolve your complaint quickly, within **five working days** if we can.

If you are dissatisfied with our response, you can ask us to consider your complaint at Stage 2.



Stage 2: investigation

We will look at your complaint at this stage if you are dissatisfied with our response at Stage 1. We also look at some complaints immediately at this stage if it is clear that they are complex or need detailed investigation.

We will acknowledge your complaint within **three working days**. We will give you our decision as soon as possible. This will be after no more than **20 working days** unless there is clearly a good reason for needing more time.



The Scottish Public Services Ombudsman (SPSO)

If, after receiving our final decision on your complaint you remain dissatisfied with our decision or the way we handled your complaint, you can ask the SPSO to consider it.

We will tell you how to do this when we send you our final decision.



Contacts

If you are an applicant for housing, a tenant, a customer, sharing owner or owner occupier and have a complaint:

Saltire Centre, Pentland Court, Glenrothes, Fife, KY6 2DA

Tel: 01592 630922

Email: customerservices@kha.scot

Opening Hours: Monday, Wednesday, Thursday & Friday - 9am - 5pm : Tuesday 10am - 7pm

If you are a customer of Kingdom Support and Care:

Saltire Centre, Pentland Court, Glenrothes, KY6 2DA

Tel: 01383 741220

Email: enquiries@ksc.scot

Office Hours: Monday, Wednesday, Thursday & Friday - 9am - 5pm : Tuesday 10am – 5pm

Registered Office: Kingdom Housing Association Ltd, Saltire Centre, Pentland Court, Glenrothes, Fife, KY6 2DA

Scottish Charity No: SC000874

