



KINGDOM

Housing Association

Q2 Complaints Update

July - September 2026

Complaints help us learn more and make improvements to our services.

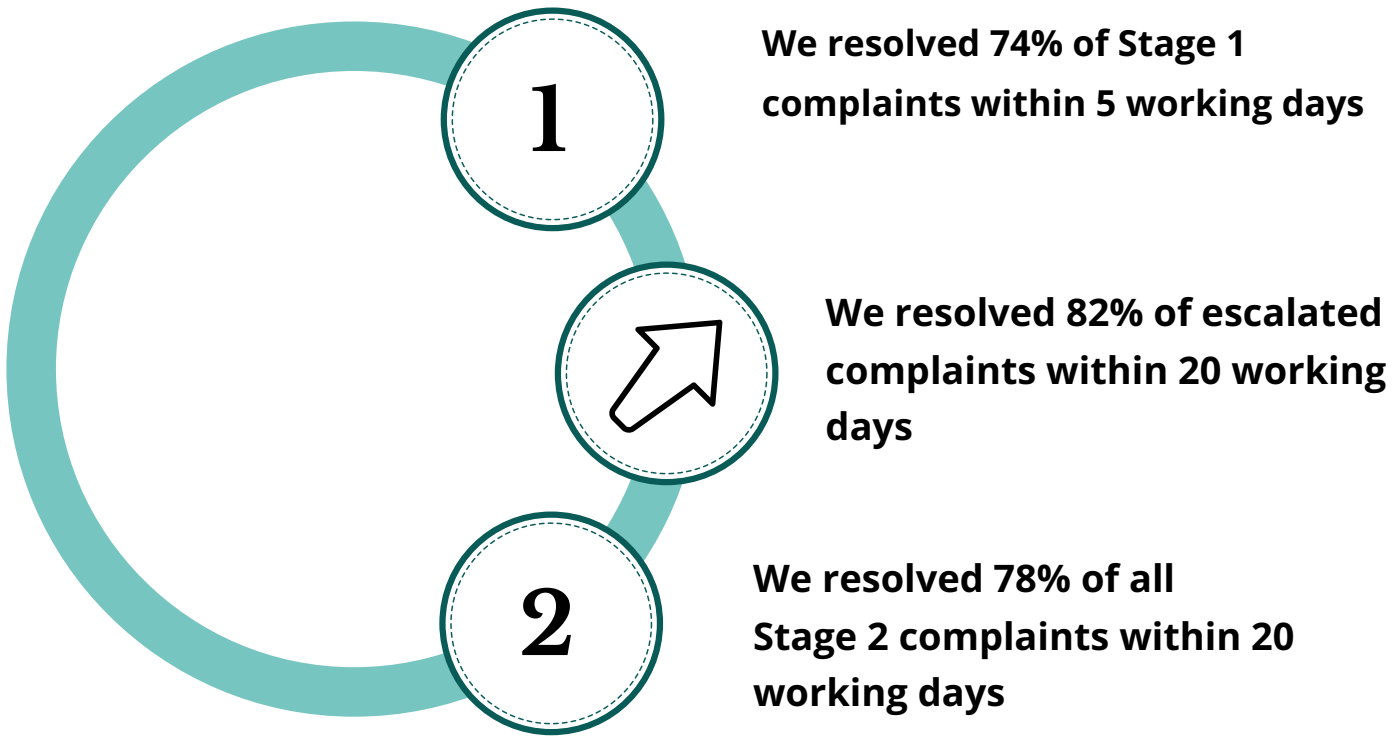
Complaints are managed and responded to in line with the Scottish Public Services Ombudsman (SPSO) Complaints Handling Procedure. Our goal is to respond to 100% of complaints within the time frames.

When complaints are handled well, they can give our customers a form of redress when things go wrong and we'll continue to use complaints to improve our services.

Complaints Received



Time Taken to Resolve



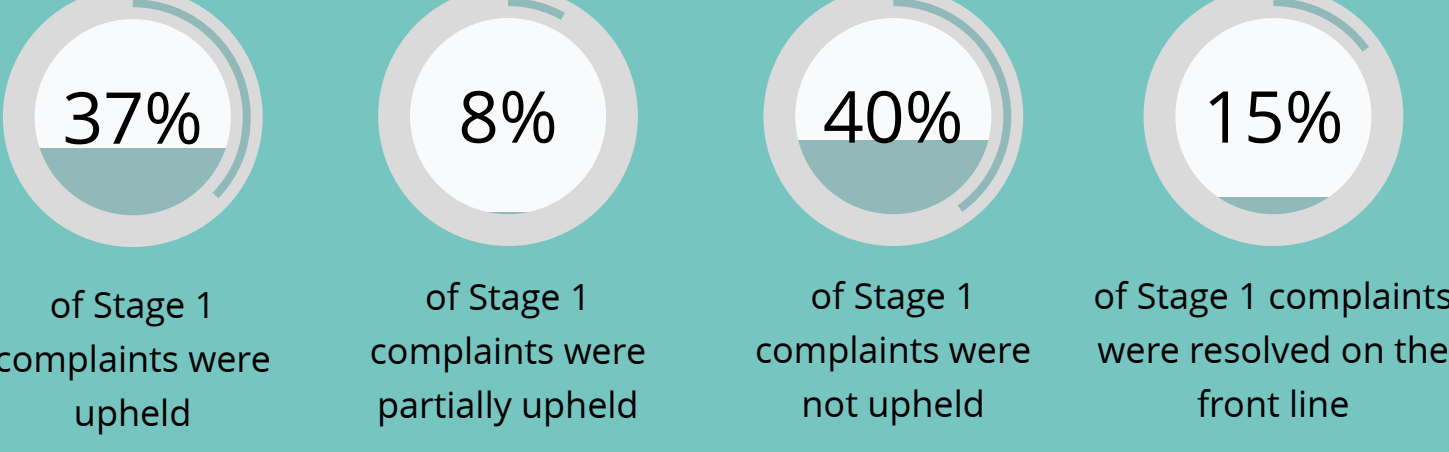
It took an Average of...



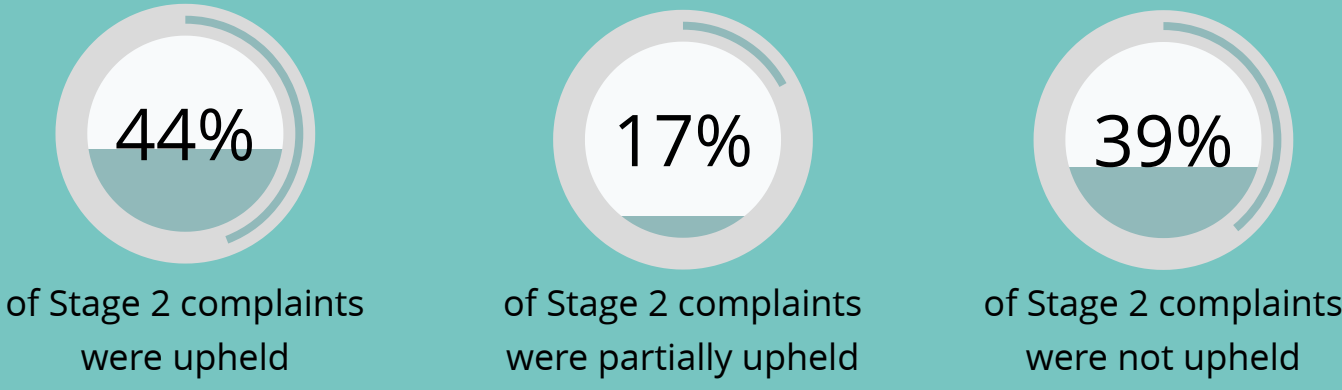
Resolutions



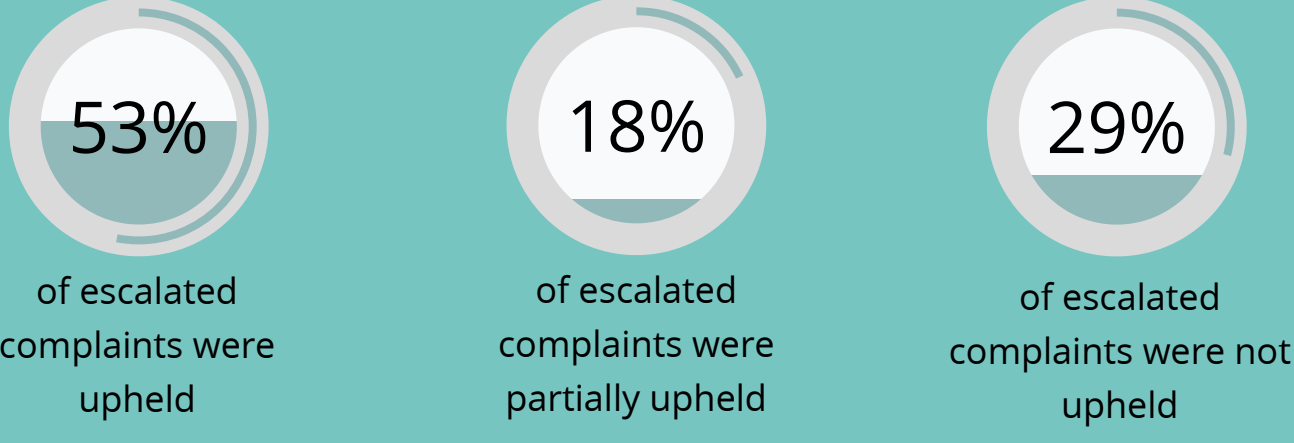
Stage 1



Stage 2



Escalated



You Said... We Did...

You said...

You were unhappy with the cleaning standard in communal areas

We did...

We have now created and issued a service standard that all of our operatives are expected to follow.

We are in the progress of installing communal cleaning service information in all of our blocks. This will let you know when to expect your clean to be carried out.

You said...

You were unhappy with the standard of our contractors during your communal door entry replacements.

We did...

We are reviewing our current contractor and looking for alternatives to ensure these are being done to a high standard.

You said...

You were dissatisfied with the service provided by our electrical safety testing contractor, particularly in relation to missed appointments and poor communication.

We did...

We have sourced a new contractor and will review our current process to ensure this does not happen again.

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