

## Annual Complaint Performance and Service Improvement Report 2024

### Housing Services

#### Introduction

As members of the Housing Ombudsman Scheme, we comply with the Ombudsman's Statutory Complaint Handling Code. This includes having a robust and compliant complaints process, submitting complaints data annually, self-assessment of our policy and procedures, and ensuring continuous improvement in the handling of complaints in our organisation.

This report details our complaints' performance for our housing services in 2024 and actions we are taking following our most recent self-assessment. The same complaints process is used across all departments; however this report only considers complaints relating to housing.

#### Definition of a complaint

A complaint must be defined as: *'an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.'*

A resident does not have to use the word 'complaint' for it to be treated as such, and whenever a resident expresses dissatisfaction, we must give them the opportunity to make a complaint.

We do not consider a service request, for example a report of a repair being needed, to be a complaint. However, if a resident expresses dissatisfaction with our response to their service request, then this would be considered a complaint.

Full details of the Complaint Handling Code can be viewed at <https://www.housing-ombudsman.org.uk/landlords-info/complaint-handling-code/the-code-2024/>

#### Complaints are dealt with in two stages:

##### Stage 1

- the complaint is acknowledged within 5 working days, then responded to within 10 working days of that acknowledgement

##### Stage 2

- if the complaint is not resolved to the resident's satisfaction it is escalated to stage 2 and acknowledged within 5 working days, with a final response being required within 20 working days of that acknowledgement.
- If the complainant is still dissatisfied, they can the escalate their complaint to the Housing Ombudsman, whose details will have been provided.

Complaints received 2024	Stage 1	Stage 2	Referrals to the Housing Ombudsman
Freeman Street	0	0	0
Orwell Street	0	0	0
Community Housing	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>

As seen above, YMCA Humber housing services received no complaint reports in 2024.

Anecdotally, we know that as our residents are all in supported housing and have a dedicated support coach, they readily report any concerns to their coach or our accommodation managers, and those concerns are generally dealt with straight away. In addition, our accommodation is largely new-build or recently refurbished, and our repairs performance is good.

### How we are improving

We wish to create a positive culture where all feedback, including complaints, assist us in improving services and outcomes for our residents. Following our 2024 self-assessment we have:

- Appointed a Trustee who is responsible for complaints.
- Enrolled the complaints officer, senior leadership team and Trustee responsible for complaints on Housing Ombudsman Complaint Handling training.
- Ensured that our complaints policy is more accessible on our website.

Information on how to raise a complaint is contained in our resident induction pack and is personally explained to residents when they enter our accommodation. In addition, we are producing an easy read version of our complaints handling process and making it easier to contact us both electronically and in paper form.

### Response from YMCA Humber Board of Trustees

*“Organisations improve by listening to their customers. We should make every effort to invite and encourage resident feedback, in whatever form that takes, and learn from their personal experience of living in our accommodation and receiving support from our staff. We welcome this report and the improvements we are making to ensure that submitting a complaint to us is an easy and transparent process, and that our residents can be assured that they are listened to. As Trustees, we will monitor progress and provide constructive challenge where needed”.*

Author: Samantha England – Head of Housing/Deputy Chief Executive

Date: 21<sup>st</sup> March 2025