

Annual Complaints Performance and Service Improvement Report - 2024-2025

This report sets out YMCA London City and North's (YLCAN) annual complaints performance and service improvement report for 2024/2025 in accordance with the requirements set out in the Housing Ombudsman's Complaint Handling Code. The changes to complaint definition and procedures to meet the Housing Ombudsmen Complaint Handling Code have enabled YLCAN to improve complaints handling processes, capture and analysis data regarding residents' expressions of unhappiness, dissatisfaction and complaints.

YMCA London City and North (YLCAN) continue to be committed to providing high quality, transparent and accessible housing and support services for all young people that use our services. The Complaints Handling Code ensure that we are compliance, and we have undertaken a full review of our Complaints, Compliments and Suggestions Policy. A positive complaint handling process creates the platform for residents to tell us if they are unhappy with a service we have provided or when they are happy with something we have done well.

We are committed and continue to:

- Align our approach to meet the requirements set out in the Housing Ombudsman Complaints Handling Code
- Accepting complaints as an opportunity to put things right for the young people we serve, and we aim to learn from complaints
- Publish report on our complaints' performance on our website
- Publish information about how to make a complaint on our website
- Review complaints and we look at trends, opportunities and ways to improve
- Report performance to our Executive Team, Residents and the Board of Trustees
- Seek to continually improve how we respond to and manage complaints

We have introduced various complaints reporting methods to ensure we capture accurate information relating to complaints or service requests. Resident can use the complaints QR Code, send an email or verbally report their concerns to any member of staff at reception. We aim to resolve complaints or service requests at the first point of contact, however if this is not possible, it is escalated to the Stage 1 phase of the complaints process.

Stage 1 – Investigating the Complaint (target 10 working days) - The relevant investigating manager will investigate the complaint within 10 working days. If required, we will call or meet with the resident in order discuss the complaint and reach a resolution they are happy with.

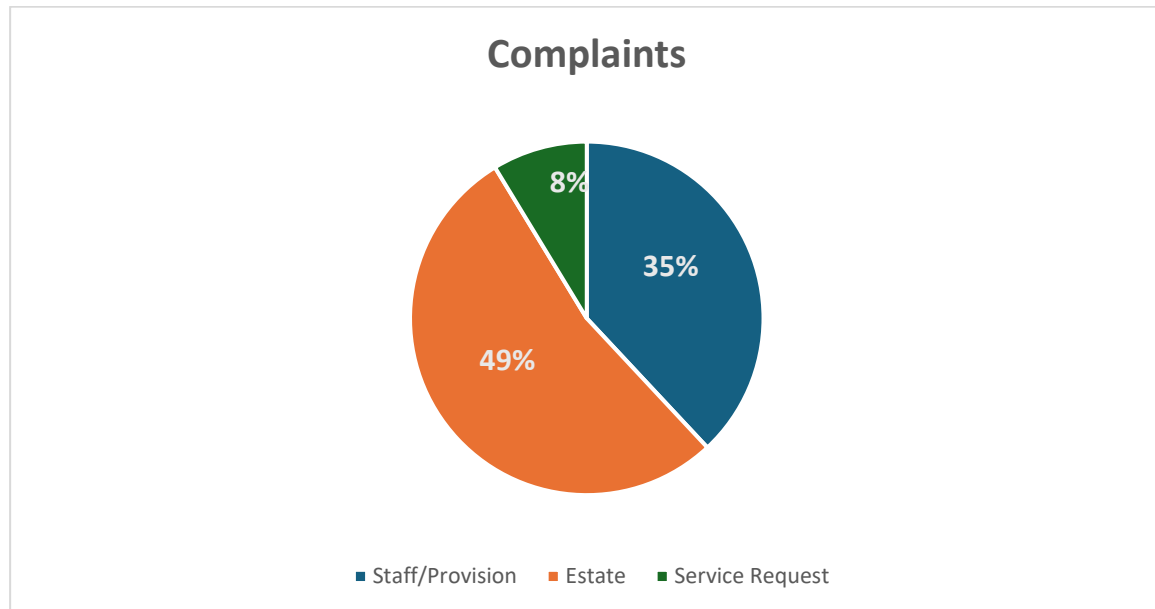
Stage 2 – Independent Review of the Complaint (target 20 working days) - All requests escalated to Stage 2 will be accepted. The Independent Review will be carried out by the Head of Housing Operations. A resident can escalate to Stage 2, an independent review of the Stage 1 decision, where either:

- They believe not all aspects of the complaint were addressed at Stage 1
- If the customer feels the response to their original complaint was not fully justified and any wrong has not been properly addressed or rectified.

No complaints were sent to the Housing Ombudsman or escalated to Stage 2 for the year 2024/25.

Analysis of our complaint handling performance

- In the period of 2024/25, we recorded 92 complaints across all our service provisions
- This represents a significant decrease when compared to 330 recorded complaints in the year 2023/24.



Analysis of the 92 complaints received varied from expressions of dissatisfaction with staff conduct, service provision, and estate/maintenance related complaints. The top 2 complaint categories identified:

- Responsive repairs
- Quality of Service provision

Service improvements and learning from complaints

Listening and acting on resident feedback is a key priority for YLCAN, and we view complaints as an opportunity to learn and improve services for our residents. As part of our commitment to ensure we deliver as per our promise to young people, complaints, learning and progress is regularly discussed by the trustees, executive team and service lead managers. Several service improvements have been identified both from data analysis and also from direct feedback from residents obtained during the complaint investigation and resolution process.

- A Trustee has been assigned to take lead role as Member Responsible for Complaints (MRC).
- Our housing and support service database can log and track complaints and service requests. We will implement the use of this to facilitate enhance tracking of complaints, and a more succinct and effective data driven reports.
- A Resident Annual Survey exercise was carried out in August 2025 to see how we are doing with regards to service provision.

- Delays to repairs: In relation to repairs-related complaints, we continue to utilise additional resource across sites where required to address maintenance related cases, to prevent complaints escalation.
- We continue to review working practices and procedures where required, and any identified changes implemented.
- Complaint and service enquiries contacts and outcomes shared at quarterly Board/Trustees meetings.

Self-Assessment against the revised Complaints Handling Code

The self-assessment has been undertaken in line with the revised Complaint Handling Code that become statutory with effect from the 1 April 2024

The self-assessment exercise highlighted:

- Several updates were needed to our Complaints Policy to ensure compliance with the Code. This has been completed.
- Revised guidance and processes for complaints handling was needed. This has been completed.
- Full compliance with the revised Code will help avoid maladministration findings on complaints handling and should increase customer confidence.