

Housing Ombudsman Complaint Handling Code Annual Submission 2025/26

Annual Complaints Performance and Service Improvement Report

Reporting year: April 2025 to March 2026

Landlord: YMCA London City and North (YLCAN)

Submission requirement	Response
Annual complaints performance and service improvement report	Completed for the 2025/26 reporting year.
Annual self-assessment against the Complaint Handling Code	Reviewed and referenced within this report.
Governing body assurance	Complaint performance, learning and improvement actions are subject to internal oversight and governance review.
Publication	This report is prepared for submission and publication in line with the Housing Ombudsman's annual requirements.

Purpose of this report

This report sets out YMCA London City and North's annual complaints performance and service improvement report for 2025/26. It has been prepared to support our annual submission to the Housing Ombudsman and to demonstrate how we have reviewed complaint handling performance, identified learning and used resident feedback to improve housing and support services.

YMCA London City and North remains committed to providing high quality, transparent and accessible housing and support services for the young people who live in our accommodation. The Housing Ombudsman's statutory Complaint Handling Code requires landlords to publish an annual complaints performance and service improvement report, complete an annual self-assessment and provide assurance that complaints are being used as a source of learning and service improvement.

During 2025/26 we continued to strengthen how complaints and service requests are recorded, monitored and reviewed. We recognise that complaints provide important insight into the experience of residents and help us identify where our services, communication, repairs, environment and staff practice need to improve.

- Maintain compliance with the Housing Ombudsman's Complaint Handling Code and review our arrangements annually.
- Treat complaints as an opportunity to put things right for residents and improve the way services are delivered.
- Ensure information about how to make a complaint is accessible to residents through a range of routes, including complaint forms, email and verbal reporting to staff.
- Monitor complaint themes, outcomes and learning through service management, Executive Team and Board oversight.
- Use complaint data to identify trends, improve local practice and reduce repeat issues across accommodation services.

Residents can raise complaints and service requests in person, by complaint QR Code, by email and through conversations with staff. Where an issue can be resolved quickly at the first point of contact, staff aim to do so. Where the matter requires formal investigation, it is managed in line with the two-stage complaints process.

No complaints were recorded as escalated to Stage 2 or referred to the Housing Ombudsman in the 2025/26 complaints data reviewed for this report.

Complaint handling performance analysis of complaint themes

- In 2025/26, we recorded 145 complaints and service requests across the housing services included in this report.
- This represents an increase from 92 recorded complaints in 2024/25. The increase reflects improved recording of resident dissatisfaction, clearer routes for residents to raise concerns and continued use of complaint data to capture both formal complaints and service-related issues.

Analysis of the 145 records shows that the highest volumes related to neighbour, antisocial behaviour and nuisance concerns, estates and maintenance issues, and complaints about staff conduct or service provision. The main complaint categories were:

- Neighbour, antisocial behaviour and nuisance: 57 records.
- Estates and maintenance complaints: 54 records.
- Staff conduct and service provision: 27 records.
- Service requests: 7 records.

Category	Number recorded	Key themes
Neighbour/ASB/Nuisance	57	Noise disturbance, communal living disputes, hygiene concerns, smoking/drug-related reports, kitchen and bathroom use, and resident conflict.
Estates complaints	54	Repairs delays, blocked sinks/showers, heating and hot water, pest reports, laundry equipment, kitchen facilities, electrical faults and communication about maintenance progress.
Staff or service provision	27	Laundry key access, communication, staff conduct, food provision, room access/security concerns and consistency of local service arrangements.

Service requests	7	Transfer requests, room comfort, door noise, heating, mattress/curtain replacement and requests for service review.
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Service improvement and learning from complaints

Listening and acting on resident feedback remains a key priority for YLCAN. The 2025/26 data show that a significant proportion of complaints related to communal living, repairs, estates, laundry access and the consistency of communication with residents. This learning is reviewed through service management arrangements and shared with senior leaders so that site specific service improvements can be identified, monitored and embedded.

- Laundry access and equipment: repeated complaints about laundry keys, machines and dryers show the need for clearer key management, resident communication, monitoring of usage and timely repair or replacement of equipment.
- Repairs and estates communication: complaints about blocked sinks, showers, heating, hot water, electrical faults and pest concerns highlight the importance of keeping residents informed when works are logged, delayed, completed or require further investigation.
- Communal living and ASB: complaints about noise, hygiene, smoking, kitchen use and resident conflict show the need for consistent house-rule reminders, early intervention, mediation where appropriate and proportionate sanctions where behaviour continues.
- Staff practice and service standards: complaints about staff conduct, communication and service provision have been used to reinforce expectations around respectful interactions, safeguarding awareness, accurate information, and timely follow-up.
- Security and room access: concerns about doors being left open, room access and missing personal items reinforce the need for staff vigilance, accurate communication about room checks and reminders to residents about personal belongings.
- Complaint oversight: complaints and service request themes will continue to be reviewed by staff, service managers, SLT, the Executive Team and trustees to ensure learning is translated into action.

Self-assessment against the Complaint Handling Code

The annual self-assessment has been reviewed in line with the Statutory Complaint Handling Code. The self-assessment supports assurance that YLCAN's complaints policy, processes, resident information, reporting arrangements and governance oversight remain aligned with the Code.

The self-assessment exercise highlighted:

- Our complaints policy and two-stage complaints process remain aligned to the requirements of the Housing Ombudsman's Complaint Handling Code.
- We will continue to strengthen complaint recording so that complaints, service requests, outcomes, learning and any follow-up actions are captured consistently across services.
- The Trustee Responsible for Complaints provides an additional layer of scrutiny, with complaint performance and learning reported through governance arrangements.

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- The increase in recorded complaints should be used positively to test accessibility, improve trend analysis and ensure residents are confident that concerns will be listened to and acted upon.
- Our priorities for 2026/27 are to reduce repeat complaint themes, improve repairs communication, strengthen communal living management, review laundry access arrangements and ensure learning is embedded across all housing projects.

Improvement plan for 2026/27

Improvement area	Action for 2026/27	Intended outcome
Laundry access and equipment	Review laundry key management, machine monitoring, repair escalation and resident communication.	Reduced repeat complaints and improved resident access to laundry facilities.
Repairs and estates communication	Improve communication when repairs are logged, delayed, completed or require further investigation.	Residents receive clearer updates and have greater confidence in repairs follow-up.
Communal living and ASB	Strengthen house-rule reminders, mediation, early intervention and proportionate escalations.	Reduced repeat nuisance complaints and improved shared living standards.
Staff conduct and service standards	Use complaints learning to reinforce communication standards, respectful interactions and safeguarding-aware practice.	More consistent resident experience across services. Committed to ensure we follow the new NHF Code of Conduct 2026.
Complaint recording and oversight	Continue to improve complaint categorisation, outcome recording, trend analysis and governance reporting.	Stronger assurance that complaints are identified, investigated, learned from and reported.
Community/external Complaints Portal	We have introduced direct reporting on our system for external complaints. A link is now available to community and external individuals.	Stronger commitment to ensure we are tracking community complaints and addressing them promptly and efficiently.

Assurance statement

YMCA London City and North confirm that these annual complaints performance and service improvement report has been prepared to support compliance with the Housing Ombudsman's Complaint Handling Code annual submission requirements. The report summarises complaint handling performance, identifies key learning from resident feedback, confirms completion of the annual self-assessment process and sets out the service improvement priorities to be taken forward in 2026/27.