

16 September 2026

Trustee Statement 2025/26

“The YMCA London City and North Board of Trustees continues to support the Housing Ombudsman’s role in ensuring complaints are handled consistently, fairly and to a high standard across the sector.

We recognise the importance of complaints in identifying areas for service improvement and remain committed to applying the learning arising from complaints. The Board monitors performance in this area carefully, supported by the Trustee Responsible for Complaints.

During 2025/26, we continued to strengthen the recording, monitoring and review of complaints and service requests. A total of 145 complaints and service requests were recorded, with the main themes relating to neighbour and antisocial behaviour concerns, estates and maintenance, staff conduct and service provision. The increase from the previous year reflects improved recording of resident dissatisfaction and clearer routes for residents to raise concerns.

We have identified further improvements for 2026/27, including clearer communication about repairs, improved management of communal living and antisocial behaviour concerns, a review of laundry access arrangements, strengthened staff communication and service standards, and more consistent complaint recording and oversight. We have also introduced a direct reporting route for community members and external individuals to raise complaints, helping us to track and respond to external concerns more effectively.

The Board is satisfied that YMCA London City and North’s complaints policy and two-stage complaints process remain aligned with the Housing Ombudsman’s Complaint Handling Code. We will continue to review complaint performance, themes, learning and improvement actions through our governance arrangements.”