

YLCAN Board's response to our self-assessment of the Complaints Handling Code
and our Annual Complaints Performance and Service Improvement Report

1st December 2025

"The YMCA LCAN Board of Trustees continue to support the Housing Ombudsman's role in making sure complaints are handled consistently and to a high standard across our sector.

We value the importance of complaints in identifying areas for service improvement and our organisation actively applies lessons learned from complaints. We monitor our performance in this area carefully and have a Trustee responsible for complaints.

Over the past year we have been working with our teams to improve our performance, ensuring the complaint stages for escalation is clear and we have accurate recording of complaints on our CRM system. We also recognise the importance of handling a complaint fairly and thoroughly whilst adhering to our agreed response times.

As an addition we have improved our QR code complaints mechanism for our customers to ensure they can provide feedback in real time without barriers.

We are satisfied with our policy and processes and that they meet the requirements of the Housing Ombudsman complaints regulation. We endeavour to critically review complaints quarterly."