



YMCA North Staffordshire

ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT 23-24

A REVIEW OF COMPLAINTS AT **YMCA NORTH STAFFORDSHIRE** IN 2023-2024

During 2023 to 2024 we received **12** complaints from **12** residents living in the **163** homes owned by YMCA North Staffordshire.

- 1 complaint related to our repairs and maintenance service.
- 6 complaints related to how we dealt with anti-social behaviour issues.
- 5 Complaints related to complaints about staff

In 0% of the cases, the complainant was not satisfied with Charity Name reply at Stage 1 of the Complaints Policy and they asked for their complaint to be escalated to Stage 2.

Outcomes at Stage 2 N/A.

None of our complaints were referred to or investigated by the Housing Ombudsman Service in 2023/24.

Learning from complaints to improve services

| Issue | Learning point |
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| The complaint about the maintenance related to a Tenant who had moved into a Flat and had waited a long time for a set of blinds to be repaired. | Upon investigation this repair was found to have not been picked up in a timely manner. In response new blinds were fitted shortly after receipt of the complaint. The maintenance team have learnt from this process and there have been no maintenance complaints since this time. |
| The majority of complaints were about anti-social behaviour issues some customers were using the complaint service to get an update on their dispute as they wanted a speedy outcome. | <p>We realise that not knowing what's going on has a big impact on customers, so we've spoken to customer facing staff and impressed upon them the customers need to be kept updated, to be transparent about response timescales and not to make any promises that we would be able to meet.</p> <p>We operate a Customer Forum meets every week and the Forum is open to discuss issues the Tenants have. By opening up the discussion of these issues we have found that many Tenants are more understanding and tolerant of others and there can consequently</p> |

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| | be a reduction in complaints and an increase in customer satisfaction. |
| We have supported accommodation. Customers very occasionally have complained about the boundaries that staff have set. We have explained their actions and referenced them against YMCA Policy and Procedure which went a long way to alleviating their concerns. | We recognise the distress that any miscommunication by staff can cause to Tenants. So we kept them fully updated while we investigated their complaint, explaining our actions in detail and also referencing YMCA Policy and Procedures. |

Conclusions:

The complaints we received covered a range of issues, but the common themes of dissatisfaction which we will attempt to resolve are:

- Not keeping customers up to date
- Customers' understanding of how staff arrive at the decisions which they make.

We should be easy to contact via telephone on **01782 222376**, email hello@ymcans.org.uk and always reply to an email within 48 hours (on working days). We're keen to know if we fall short and we're grateful for any feedback on our complaints process.

BOARD'S RESPONSE TO THE ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

On **24th March 2024** the Board received:

- The 23/24 annual complaints performance and service improvement report for residents living in homes owned and managed by **YMCA North Staffordshire**.
- An update to the complaints policy for residents living in homes owned and managed by **YMCA North Staffordshire** to meet the requirements of the new Housing Ombudsman Complaint Handling Code 2024
- A self-assessment against the new Housing Ombudsman Complaint Handling Code 2024

The Board has a Member Responsible for Complaints (MRC) who provides additional assurance to the Board on the effectiveness of **YMCA North Staffordshire's** complaints system. The MRC and the Board have considered and approved the self-assessment that Charity complies with all aspects of the Housing Ombudsman's Complaint Handling Code 2024.

Throughout the year the Board has challenged the data and information provided to the Board. **YMCA North Staffordshire** adopts the Housing Ombudsman's definition of a complaint as any expression of dissatisfaction. This gives the Board assurance that **YMCA North Staffordshire is** recording an accurate volume of complaints, as the Board does not believe that a low volume of complaints would be a positive sign. A new complaints management system has been in place throughout 23/24. This has provided the Board with additional assurance on the accuracy of data on complaint handling.

One of **YMCA North Staffordshire's** values is 'we learn'. As a small provider owning and managing 163 homes the Board considers a summary of each complaint and the lessons learned from individual complaints. Given our size, YMCA North Staffordshire does not have enough complaints to learn from trends. But our learning from individual complaints shows that communication is a key factor across complaints. Training, expectations, and systems have all been improved during 23/24. The Board will monitor the feedback on communication through the individual complaints reported to the Board during 24/25.

YMCA North Staffordshire Board Member Responsible for Complaints: Peter Dartford

Statement Regarding Annual Report on complaints

The Board takes all complaints seriously, recognising them as valuable insights that help us improve our services and uphold the highest standards of fairness and accountability. As the Champion for complaints, I want to reaffirm our commitment to addressing concerns promptly and transparently.

This report highlights the volume and nature of complaints received, and while it is always our aim to minimise dissatisfaction, we acknowledge that complaints provide us with opportunities to refine our systems and procedures in line with the Social Housing Regulator and the Housing Ombudsman. We continuously assess our complaint-handling processes to ensure they are accessible, responsive, and fair. By learning from each case, we strengthen our approach, identifying trends and areas where we can enhance service delivery.

We are dedicated to embedding a culture of continuous improvement, ensuring that every complaint is thoroughly investigated and resolved in a timely manner. We also remain focused on engaging with tenants and stakeholders to build trust and confidence in our regulatory approach.

Going forward, we will continue to refine our processes, invest in training, and ensure that our complaint mechanisms remain robust. The voices of tenants matter, and we are committed to taking action where necessary to drive meaningful change in social housing regulation.

Peter Dartford

YMCA North Staffordshire Board Member

YMCA North Staffordshire Chair of the Board: Glenn Handforth

Statement Regarding Annual Report on complaints

As Chair, I am pleased to note the low number of complaints reflected in this report, which demonstrates the effectiveness of our commitment to high standards and continuous improvement. While any complaint is taken seriously, the relatively low volume suggests that our proactive approach to service delivery, standards oversight, and engagement is making a positive impact.

We recognise that complaints provide an important opportunity for learning and refinement. Even with low numbers, we remain focused on ensuring that our systems are responsive, fair, and accessible. Our commitment to continuous improvement means we actively review feedback, identify trends, and enhance our processes to prevent recurring issues.

The professionalism and dedication of our teams in handling concerns efficiently and fairly contribute to building trust and confidence in our regulatory role. We will continue to strengthen our approach through investment in training, improved communication, and ongoing engagement with stakeholders.

Looking ahead, we remain committed to maintaining these high standards while striving for even greater transparency and responsiveness. By fostering a culture of accountability and improvement, we ensure that those we serve can have confidence in the fairness and effectiveness of our high standards and complaints process.

Glenn Handforth

Chair of YMCA North Staffordshire Board