

## Annual complaints report 2023/24

On the 1 April 2024 the Housing Ombudsman Complaint Handling Code became statutory, our preparation for this has included developing training for our staff.

The code includes a universal definition of a complaint, requires we provide easy access to the complaints procedure, only have two stages to the procedure, with timescales for responses, ensure we handle complaints fairly and take action to put things right.

### Complaints received last year

There has been an increase in the number of complaints from 48 in 2022/3 to 56 in 2023/4.

Complaints about our housing services make up 86% of all complaints.

Transitional Housing services have continued to receive the most complaints but the figure has gone down from 59% of complaints last year to 41% this year.

On two occasions, with justification, we failed to meet the requirement to close all stage one complaints either on time or late. We met the requirement in the previous reporting period.

The percentage of complaints we support has gradually been going down over the last few years and this year 64% were supported.

There has been a change in most complaints being related to ASB-noise to staff conduct over the last three years.

### **What we do well in complaints management;**

- Policy and procedure comply with the Complaints Handling Code
- Self-assessment update against code is in progress
- Development and launch of in-house complaints training for staff
- Dedicated roles in relation to complaints in place
- We are developing a 'live' performance dashboard for complaints

### **Things we need to improve in complaints management;**

- Ensure we achieve compliance with response requirements in 2024/25
- Understanding and analysing customer feedback via complaints and compliments received, evidencing our actions and outcomes of complaints
- Improving our customer insight and following up and tracking customer feedback
- Linking feedback from complaints and compliments into active workstreams across the organisation, eg; maintenance, digital services improvements and youth voice.

## **Learning from complaints**

We review complaints to see where we can learn things and make improvements. This year some improvement priorities from our complaints in 2023/24 are;

- Improving our communication at local level about maintenance and repairs
- Making sure our complaints process is accessible
- Tracking the outcomes of complaints and following up with complainants
- Improving information about our landlord services for residents
- Ensuring there are opportunities locally to talk about landlord issues – eg; residents meetings
- Improving resident scrutiny of complaints, talking about complaints and our performance at the Youth Council

Our annual self-assessment also identifies specific action areas and improvements we will make in relation to complaints management.

## **Our Board response**

Throughout the year our Board of Trustees and its sub-committee, the Impact and Services Committee, receive data on complaints, compliments and services, and we have appointed a Trustee member responsible for complaints. In 2023 the Board met with members of the Youth Council (tenant representatives) to hear their views.

The Board reviewed the Complaints Policy most recently in January 2024, after an internal review and alignment with the Complaints Handling Code.

Complaints remain a key performance indicator that we monitor to ensure the voice of the tenant is listened to and acted on to continuously improve.

The Board prioritises working to continuously improve our services and have agreed to monitor specific areas of focus, which are outlined above for 2024/25.

## **Making a complaint**

We always want to know when we could have done something better or if you are unhappy with something. We want to put things right.

You can make a complaint, and find out more information, including our policy, here;

<https://www.ymcadlg.org/complaints/>