



Trustee Board

16th July 2025

Agenda item: 10

Annual Complaints Report

Peter Fisher, Associate Director –
Governance and Legal

Sensitivity

☐ Commercial

☐ Confidential

Action

☒ Approval

☐ Discussion

☒ Noting

EXECUTIVE SUMMARY

This report sets out the key points from the 2024-25 Annual Self-Assessment against the Housing Ombudsman's Complaints Handling Code as well as an overview of the complaints received in 2024-25 as compared to previous years.

The Board are required to consider this report, which will be published on our website along with any comments made by the Board, as an extract of the minutes.

One YMCA is required to submit a return to the Housing Ombudsman by 30th September 2025 confirming compliance with the code and that the annual review has taken place.

RECOMMENDATIONS

1. To discuss the Self-Assessment, 2024-25 Complaints numbers and overall opinion of complaint handling by the Charity.
2. To discuss and designate a Board Member as the "Member Responsible for Complaints"

REPORT

1. Annual Complaints Report Housing

1.1 Policy

The complaints policy is available on the Charity's website and was updated in 2024 to reflect the identified actions and inconsistencies with the Complaint Handling Code of Practice highlighted in the previous Self-Assessment.

No material amendments to the policy are required as a result of this self-assessment.

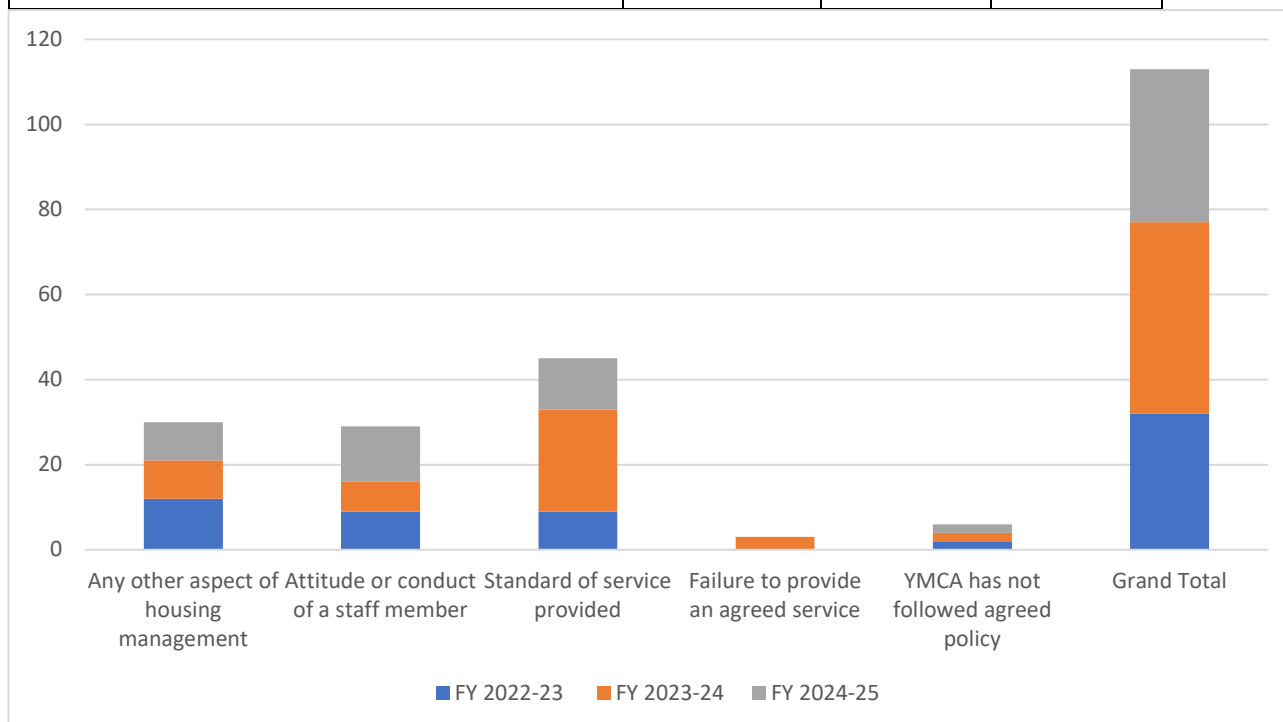
1.2 Complaints Handling Code Self-Assessment

The Charity reports strong compliance with the Complaints Handling Code following a number of improvements that were identified in the previous review, including updates to timescales, available remedies and information sharing with tenants.

There is only one area where the Charity needs to strengthen its compliance with the Code by formally designating a trustee as the 'Member Responsible for Complaints' (MRC). MRCs hold specific responsibilities for scrutinising complaints handling and interacting with the

1.3 Annual Complaints Summary FY 2023-24- Data.

| Category | FY 2022-23 | FY 2023-24 | FY 2024-25 |
|--|------------|------------|------------|
| Any other aspect of housing management | 12 | 9 | 9 |
| Attitude or conduct of a staff member | 9 | 7 | 13 |
| Standard of service provided | 9 | 24 | 12 |
| Failure to provide an agreed service | 0 | 3 | 0 |
| YMCA has not followed agreed policy | 2 | 2 | 2 |
| Grand Total | 32 | 45 | 36 |



| Outcome type FY 2024-25 | Stage 1 Outcome | Stage 2 Outcome | Total |
|-------------------------|-----------------|-----------------|-----------|
| Not upheld | 10 | 1 | 11 |
| Partially Upheld | 9 | 0 | 9 |
| Upheld | 15 | 0 | 15 |
| No data | 1 | 0 | 1 |
| Grand Total | 35 | 1 | 36 |

| Complaints actioned within policy timeframes FY 2024-25 | Stage 1 | Stage 2 | Total |
|---|---------|---------|-------|
| Actioned within timeframe | 29 | 1 | 30 |
| Not actioned within timeframe | 5 | 0 | 5 |
| Insufficient Data | 1 | 0 | 1 |

| Complaints resolved by stage FY 2024-25 | | |
|---|----|----|
| Stage 1 | 35 | 35 |
| Stage 2 | 1 | 1 |
| No data | 0 | 0 |

1.4 Commentary

In comparison with previous years, there has been a reduction in the overall number of complaints, with fewer complaints relating to 'the standard of service' compared to last year. However, with few complaints, and similar numbers across the categories, there are no trends or areas of weakness identified.

20% of complaints received were not actioned within the timeframe. This compares favourably with the previous year where 38% of complaints were not actioned within the timeframe.

Overall, complaint numbers remain low and action is planned to ensure that tenants are adequately informed and encouraged to submit complaints, including improving the quality of information provided in tenant welcome packs and improving reporting of service requests which are dealt with by individuals on site.

REGULATORY STANDARDS

The Report relates to compliance with the following standards:

- | | |
|---|--|
| <input type="checkbox"/> Governance and Financial Viability | <input type="checkbox"/> Value for Money |
| <input type="checkbox"/> Rent | <input type="checkbox"/> Home |
| <input type="checkbox"/> Tenancy | <input type="checkbox"/> Neighbourhood and Community |
| <input type="checkbox"/> Tenant Involvement and Empowerment | <input type="checkbox"/> Code of Governance 2020 |

Notes:

MISSION 25 STRATEGY THEMES

The relevant Strategic Themes are:

- | | |
|---|--|
| <input type="checkbox"/> Here for Good | <input type="checkbox"/> Finish Building |
| <input type="checkbox"/> Young at Heart | <input type="checkbox"/> People and Places |
| <input type="checkbox"/> Impact Focus | |

STRATEGIC RISK

The relevant risks from the Strategic Risk Register are:

As a regulated housing provider, we are required to publish complaints data within our annual accounts and in the public domain. The Housing Ombudsman Complaints Handling Code places requirements on us to self-assess against a set of mandatory requirements.

Non-compliance with the Housing Ombudsman Complaints Code places a high risk to One YMCAs registration with the regulator.

APPENDICES

1. Appendix 1 Complaint Handling Code Annual Submission