

Annual Complaint Performance and Service Improvement Report 2024 – 2025

Qualitative and quantitative analysis of the landlord's complaint handling performance

YMCA Leicestershire recorded 11 complaints between April 2024 – March 2025. No comparison data is available for 2023 – 2024 as zero complaints were recorded during the period. The changes to complaint definition and procedures to meet the Housing Ombudsmen Complaint Handling Code have enabled YMCA Leicestershire to improve data capture and analysis of all relevant information that reflect expressions of unhappiness, dissatisfaction and complaints.

Complaint Topics

Analysis of the 11 complaints received varied from expressions of unhappiness, dissatisfaction and formal complaints. These ranged from theft, support services and maintenance requests.

Non-compliance with the Code by the Ombudsman

No complaints were sent to the Housing Ombudsman or escalated to Stage 2.

Service Improvements

- Continued scrutiny of policies and procedures to ensure these incorporate Advantaged Thinking together with annual review.
- Review of induction processes for newly appointed staff to ensure and promote a positive culture and better understanding when responding to expressions of dissatisfaction or complaints.
- In addition to the Young Person's Feedback Questionnaire we have provided additional opportunities for young people to express their views through an electronic resident feedback system.
- Complaints procedures have been reviewed and now have a 2 Stage process in line with the Housing Ombudsman Complaint Handling Code.

YMCA Leicestershire's Board of Trustees Response

At their meeting in September 2024, the board agreed that the chair will be the lead trustee in relation to complaints. The chair sanctions the Annual Complaint Performance and Service Improvement Report 2024 – 2025 on behalf of the organisation.