

**YMCA Brunel Group – Registered Social Landlord 4871**

**Complaints Handling**

**April 2024 to March 2025**

We have 41 units of supported housing directly owned by our *Registered Provider* where complaints are to monitored and summarised annually to the Housing Ombudsman Service.

During the period under review we have updated our Complaints Policy & Procedure, appointed a trustee and nominated a staff member to lead on our compliance with this regard.

We have also introduced a new complaints and compliments recording system which operates across all our services and activities.

We have a dedicated email address to receive complaints at [feedback@ymca-bg.org](mailto:feedback@ymca-bg.org)

Our 41 units are located at three locations in Somerset.

1. Grace Harris House, Shepton Mallet
2. The Foyer, Frome
3. The Foyer, Street

During this time we have received one complaint in relation to Grace Harris House – which was fully investigated as per our complaints policy & procedure.

This position is reviewed quarterly by the trustees and reported to the Housing Ombudsman via the Complaint Handling Code Annual Submission form.

Signed on behalf of the trustees on 9<sup>th</sup> July 2025:



**Mike Fairbeard**  
CEO and Company Secretary