

Annual Complaints performance and Service Improvement Report for the period April 2024 – March 2025

This is a review of the annual self-assessment against the Housing Ombudsman Complaints Code to ensure we are in line with its requirements.

All relevant documentation, including our Complaints Policy, Annual statement and Self Assessment are available on our website www.ymca-bg.org

A qualitative and quantitative analysis of the landlord's complaint handling performance – to include the types of complaint the landlord has refused to accept.

Complaints

During 2024/5 we received only one complaint which was investigated according to our policy and was not upheld. The complaint was regarding staff conduct. The complaint was then taken to stage 2 and investigated as per our policy. Again, it was not upheld. At this point, and throughout all stages, details of the Housing Ombudsman were given and explained that we had completed our final stage and that any further action on the complainant's behalf should be directed to the Housing Ombudsman. We are not aware of any further action.

We have refused no complaints during this period.

There have been no findings of non-compliance with this Code by the Ombudsman.

The service improvements as a result of learning from the complaint:

- To ensure complaints information is easily accessible for all residents and to highlight the process through 1-2-1's with residents during support sessions
- For head of projects to ensure complaints are being accurately recorded and registered with the Complaints Officer – we want to ensure the low number of complaints is not because complaints are not being passed through the system appropriately. Further training will be considered during the year ahead for project managers.

There have been no annual reports about our performance as a landlord received from the Ombudsman.

There have been no reports or publications produced by the Ombudsman in relation to the work of YMCA Brunel Group.

During this period our Facilities and Compliance team conducted an online survey and received 30 responses from the relevant 3 properties.

Question	Average response out of 5 (where 5 is very happy and 1 is very poor)
How happy are you with the service from your landlord	4.45

Are you happy with any repairs the landlord has done in the last 12 months	4.10
Are you happy with how quickly the landlord did any repairs after you told them something was broken	3.93
Thinking about the building you live in – how happy / unhappy are you with that the landlord looks after your building	4.34
How happy are you that your landlord makes sure your home is safe to live in	4.51
How happy are you that the landlord listens to what you say and if they need to do something, that they do it	4.47
How happy are you that the landlord tells you any information you need to know	4.45
How much do you agree with this: My landlord treats me fairly and they treat me with respect	4.69
Are you happy that your landlord sorted out your complaint?	4.37
Your landlord looks after the communal areas and keeps them clean	4.45
Are you happy with the things your landlord does to make your neighbourhood a better place to live	4.24
Are you happy with how your landlord sorts out anti social behaviour	4.39

Review of the response by Member Responsible for Complaints(MRC):

On behalf of the Board of Trustees, I have reviewed our self-assessment against the Housing Ombudsman Complaint handling code and I believe this to be a true reflection of YMCA Brunel Group's approach to complaint handling. The housing support teams are committed to ensuring all residents understand the complaints procedure and where appropriate additional support can be accessed if needed.

Staff clearly understand the difference between a complaint and a service request. Any relevant complaints are notified to the Board of Trustees at the quarterly meetings. As a board we are confident in our staff teams' approach and that complaints are handled as per our policy and that staff understand how to manage complaints and feel supported.

Going forward we will continue to monitor and review complaints to improve the service provision of our residents. We will continue to proactively seek feedback through our resident forums, feedback boxes and 1-2-1's to keep learning and growing as an organisation.

Signed on behalf of the trustees on 9th July 2025:

Mike Fairbeard
CEO and Company Secretary

