



Self-assessment form against the Housing Ombudsman Service's Complaint Handling Code 2023-24

This self-assessment form should be completed by the complaints officer and it must be reviewed and approved by the Board annually on **23 September** 2024.

We publish the self-assessment as part of the annual complaint's performance and service improvement report on our website. The Board's response to the report is published alongside this. A link to the report can be found [here](#).

Landlords are required to complete the self-assessment in full and support all statements with evidence, with additional commentary as necessary.

We recognise that there may be a small number of circumstances where landlords are unable to meet the requirements, for example, if they do not have a website. In these circumstances, we expect landlords to deliver the intentions of the Code in an alternative way, for example by publishing information in a public area so that it is easily accessible.

Section 1: Definition of a complaint



Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
1.2	A complaint must be defined as: <i>'an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.'</i>	Yes	Clearly stated in Complaints, Compliments and Suggestions Procedure 2.2 and on our website complaints page .	
1.3	A resident does not have to use the word 'complaint' for it to be treated as such. Whenever a resident expresses dissatisfaction landlords must give them the choice to make complaint. A complaint that is submitted via a third party or representative must be handled in line with the landlord's complaints policy.	Clearly stated in Complaints, Compliments and Suggestions Procedure 2.2 and on our website complaints page .	Clearly stated in Complaints, Compliments and Suggestions Procedure 2.2 and on our website complaints page .	
1.4	Landlords must recognise the difference between a service request and a complaint. This must be set out in their complaints policy. A service request is a request from a resident to the landlord requiring action to be	Clearly stated in Complaints, Compliments and Suggestions Procedure 2.6	Clearly stated in Complaints, Compliments and Suggestions Procedure 2.6 and on our website complaints page .	



	taken to put something right. Service requests are not complaints, but must be recorded, monitored and reviewed regularly.	and on our website complaints page .		
1.5	A complaint must be raised when the resident expresses dissatisfaction with the response to their service request, even if the handling of the service request remains ongoing. Landlords must not stop their efforts to address the service request if the resident complains.	Yes	Clearly stated in Complaints Policy 2.6 and Complaints Procedure During a complaint this year we dealt with service requests received during the process and as a part of investigations into the complaint. We do not wait for the conclusion of the complaint.	
1.6	An expression of dissatisfaction with services made through a survey is not defined as a complaint, though wherever possible, the person completing the survey should be made aware of how they can pursue a complaint if they wish to. Where landlords ask for wider feedback about their services, they also must provide details of how residents can complain.	Yes	Clearly stated in Complaints Policy 2.7 and Complaints Procedure During the client satisfaction survey (CSS) Procedure, any individual expressions of dissatisfaction are identified, and the individual (if not anonymous) is contacted to investigate. If necessary, the individual is given details of how to make a complaint, or the complaint is logged at the point of contact. All clients are made aware of the complaints Procedure when they sign their	



			tenancy or licence agreement. The Procedure is also easily accessible via the website.	
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Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
2.1	Landlords must accept a complaint unless there is a valid reason not to do so. If landlords decide not to accept a complaint they must be able to evidence their reasoning. Each complaint must be considered on its own merits	Yes	Clearly stated in our Complaints Policy 2.3 and 3.6 - Exceptions, and Procedure , and on our website complaints page .	
2.2	<p>A Complaints, Compliments and Suggestions Procedure must set out the circumstances in which a matter will not be considered as a complaint or escalated, and these circumstances must be fair and reasonable to residents. Acceptable exclusions include:</p> <ul style="list-style-type: none"> • The issue giving rise to the complaint occurred over twelve months ago. • Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court. 	Yes	Clearly stated in our Complaints Policy 2.3 and 3.6 'Acceptable Exclusions' we will not consider as a complaint', and Procedure , and on our website complaints page . Any exclusions are closely monitored in the case management system to ensure fairness and a reasonable approach	



	<ul style="list-style-type: none"> Matters that have previously been considered under the complaints policy. 			
2.3	Landlords must accept complaints referred to them within 12 months of the issue occurring or the resident becoming aware of the issue, unless they are excluded on other grounds. Landlords must consider whether to apply discretion to accept complaints made outside this time limit where there are good reasons to do so.	Yes	Exclusions are clearly stated in our Complaints Policy 3.6 and website complaints page . Our Complaints Procedure states that complaints must not be refused without a valid reason	
2.4	If a landlord decides not to accept a complaint, an explanation must be provided to the resident setting out the reasons why the matter is not suitable for the complaints process and the right to take that decision to the Ombudsman. If the Ombudsman does not agree that the exclusion has been fairly applied, the Ombudsman may tell the landlord to take on the complaint.	Yes	Exclusions are clearly stated in our Complaints Policy 3.6 and website complaints page .	
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	As defined in Complaints, Compliments and Suggestions Procedure 3.3 we consider each	



			complaint's individual circumstances.	
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Section 3: Accessibility and Awareness

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
3.1	Landlords must make it easy for residents to complain by providing different channels through which they can make a complaint. Landlords must consider their duties under the Equality Act 2010 and anticipate the needs and reasonable adjustments of residents who may need to access the complaints process.	Yes	Clearly stated in Complaints Policy 4.1. Our website complaints page details 'how to make a complaint' whether via the website, phone, email, letter, or social media. We do not require complaints to be put in writing by the complainant as this can act as a deterrent. We also explain that complaints can be submitted by a third party on the client's behalf and that complaints may be made in a way that works best for clients. We can provide support in line with our Reasonable Adjustment and Vulnerability policies as covered under 3.1 of the Policy.	
3.2	Residents must be able to raise their complaints in any way and with any member of staff. All staff must be aware of the complaints process and be able to pass details of the complaint	Yes	As 3.1 above. In March 2024, all colleagues, in Housing department at YMCA London City and North, were trained in how to recognise and log a complaint.	



	to the appropriate person within the landlord.			
3.3	High volumes of complaints must not be seen as a negative, as they can be indicative of a well-publicised and accessible complaints process. Low complaint volumes are potentially a sign that residents are unable to complain.	Yes	YMCA London City and North welcomes feedback and complaints from clients. In Section 1 of our Complaints, Compliments and Suggestions Procedure we explain why complaints are important to us, in line with our values respect, responsibility, empowerment and excellence. Work has been undertaken, and is continuing, to make complaints information more accessible to clients and colleagues in terms of the complaints process, with information available on our website complaints page and the intranet. (see 3.2 above).	
3.4	Landlords must make their complaint policy available in a clear and accessible format for all residents. This will detail the two stage process, what will happen at each stage, and the timeframes for responding. The policy	Yes	As stated in our Complaints Policy section 5 and clearly stated on the website complaints page . YMCA London City and North operates a two-stage process. And as per Section 8 we publish our 2-stage process	



	must also be published on the landlord's website.		of handling complaints with time frames for resolving them.	
3.5	The policy must explain how the landlord will publicise details of the complaints policy, including information about the Ombudsman and this Code.	Yes	This is explained in our Complaints Policy section 8 and 9 and all necessary information is available on our website complaints page . The information regarding the Ombudsman is also clearly detailed in all template letters to clients	
3.6	Landlords must give residents the opportunity to have a representative deal with their complaint on their behalf, and to be represented or accompanied at any meeting with the landlord.	Yes	Yes, clearly stated on website and in the Complaints Policy 4.2	
3.7	Landlords must provide residents with information on their right to access the Ombudsman service and how the individual can engage with the Ombudsman about their complaint.	Yes	Yes, clearly stated on website and in the Complaints Policy 9. This is also clearly detailed in all complaints template letters to clients, to ensure this is adhered to.	



Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
4.1	Landlords must have a person or team assigned to take responsibility for complaint handling, including liaison with the Ombudsman and ensuring complaints are reported to the governing body (or equivalent). This Code will refer to that person or team as the 'complaints officer'. This role may be in addition to other duties.	Yes	YMCA London City and North has a complaints team within the Housing Management team that monitors all complaints and ensures timescales are adhered to as per Section 6.1. The Board Member responsible for Complaints (MRC) reviews the complaints report and reports to the Board on their findings.	
4.2	The complaints officer must have access to staff at all levels to facilitate the prompt resolution of complaints. They must also have the authority and autonomy to act to resolve disputes promptly and fairly.	Yes	Clearly stated in the Complaints Policy Section 6.1 . The complaints team has autonomy to deal with and resolve all complaints or escalate, as necessary.	
4.3	Landlords are expected to prioritise complaint handling and a culture of learning from complaints. All relevant staff must be suitably trained in the importance of complaint handling. It is important that complaints are seen as a	Yes	All housing staff and colleagues were trained in identifying complaints and how to deal with them at the time of induction. They also received training on the importance of fostering a positive complaints culture.	



	core service and must be resourced to handle complaints effectively			
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Section 5: The Complaint Handling Process

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
5.1	Landlords must have a single policy in place for dealing with complaints covered by this Code. Residents must not be treated differently if they complain.	Yes	YMCA London City and North has a single Complaints Policy available on the website complaints page .	
5.2	The early and local resolution of issues between landlords and residents is key to effective complaint handling. It is not appropriate to have extra named stages (such as 'stage 0' or 'informal complaint') as this causes unnecessary confusion.	Yes	YMCA London City and North operates a simple Procedure of Stage 1 and Stage 2 as set out in the Complaints Policy	
5.3	A process with more than two stages is not acceptable under any circumstances as this will make the complaint process unduly long and delay access to the Ombudsman.	Yes	YMCA London City and North operates a simple Procedure of Stage 1 and Stage 2 as set out in the Complaints Policy	
5.4	Where a landlord's complaint response is handled by a third party (e.g. a	Yes	Clearly stated in Section 6.1 of the Complaints Policy	



	contractor or independent adjudicator) at any stage, it must form part of the two stage complaints process set out in this Code. Residents must not be expected to go through two complaints processes.			
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	Clearly stated in Section 6.1 of the Complaints Policy	
5.6	When a complaint is logged at Stage 1 or escalated to Stage 2, landlords must set out their understanding of the complaint and the outcomes the resident is seeking. The Code will refer to this as “the complaint definition”. If any aspect of the complaint is unclear, the resident must be asked for clarification.	Yes	Clearly stated in the Complaints, Compliments and Suggestions Procedure (For stage 1, 8.1, and for stage 2, 8.2).	
5.7	When a complaint is acknowledged at either stage, landlords must be clear which aspects of the complaint they are, and are not, responsible for and clarify any areas where this is not clear.	Yes	Our Complaints Policy states under Section 3.4 that we will be clear what will be not be accepted as complaint and the reasons will be provided why the complaint cannot be accepted..	



5.8	<p>At each stage of the complaints process, complaint handlers must:</p> <ul style="list-style-type: none"> a. deal with complaints on their merits, act independently, and have an open mind; b. give the resident a fair chance to set out their position; c. take measures to address any actual or perceived conflict of interest; and d. consider all relevant information and evidence carefully. 	Yes	Clearly stated in Complaints Policy 6.3,6.4 and 6.5 and Procedure .	
5.9	Where a response to a complaint will fall outside the timescales set out in this Code, the landlord must agree with the resident suitable intervals for keeping them informed about their complaint.	Yes	Clearly stated in our Complaints Policy 3.4.	
5.10	Landlords must make reasonable adjustments for residents where appropriate under the Equality Act 2010. Landlords must keep a record of any reasonable adjustments agreed, as well as a record of any disabilities a resident has disclosed. Any agreed	Yes	Clearly stated in our Complaints Policy , under Section 3.1 Accessibility. Clients are asked if there is any vulnerability we need to take into consideration at the outset of a complaint.	



	reasonable adjustments must be kept under active review.			
5.11	Landlords must not refuse to escalate a complaint through all stages of the complaints Procedure unless it has valid reasons to do so. Landlords must clearly set out these reasons, and they must comply with the provisions set out in section 2 of this Code.	Yes	Clearly stated in our Complaints Policy 6.4 and Section 8.	
5.12	A full record must be kept of the complaint, and the outcomes at each stage. This must include the original complaint and the date received, all correspondence with the resident, correspondence with other parties, and any relevant supporting documentation such as reports or surveys.	Yes	All correspondence, documentation and details of outcomes are contained in our CCIA CRM Case Management system (also known as IN-FORM).	
5.13	Landlords must have processes in place to ensure a complaint can be remedied at any stage of its complaints process. Landlords must ensure appropriate remedies can be provided at any stage of the complaints process without the need for escalation.	Yes	YMCA London City and North strives to resolve complaints as early as possible with a fair and reasonable outcome (3.1 of the Complaints Policy).	



5.14	Landlords must have policies and Procedures in place for managing unacceptable behaviour from residents and/or their representatives. Landlords must be able to evidence reasons for putting any restrictions in place and must keep restrictions under regular review.	Yes	Our ASB Policy and Procedure, House-rules, Substance Misuse Policy, Eviction Procedure sets out the way we will deal with unacceptable behaviour which involves a staged approach, and we have arrangements to review any limits we put in place	
5.15	Any restrictions placed on contact due to unacceptable behaviour must be proportionate and demonstrate regard for the provisions of the Equality Act 2010.	Yes	We have provisions in our ASB Policy and Procedure which highlights exceptions to the policy. Section 3.1 and 3.3 of the policy states that we will not use any actions or limits which would discriminate against anybody complying in provisions with the Equality Act 2010 where appropriate.	

Section 6: Complaints Stages

Stage 1

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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6.1	Landlords must have processes in place to consider which complaints can be responded to as early as possible, and which require further investigation. Landlords must consider factors such as the complexity of the complaint and whether the resident is vulnerable or at risk. Most stage 1 complaints can be resolved promptly, and an explanation, apology or resolution provided to the resident.	Yes	Clearly stated in our Complaints Policy Section 3.4 and 4 and 8. All complaints go through an immediate investigation at acknowledgment stage to identify if an immediate resolution can be delivered or whether escalation to an investigating officer is required if more complex.	
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints Procedure within <u>five working days of the complaint being received.</u>	Yes	Clearly stated about our regular communication and contact in our Complaints Policy 3.4 and 4. The case management system is used to monitor any pending deadlines.	
6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.	Yes	Clearly stated in our Complaints Policy 3.4, 4.3 and Section 8 - 8.1. Our Procedure requires that the Stage 1 response letter/email will be issued and evidenced under Section 11 of the Complaints Policy . The case management system is used to monitor any pending deadlines.	



6.4	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident of the expected timescale for response. Any extension must be no more than 10 working days without good reason, and the reason(s) must be clearly explained to the resident.	Yes	Clearly stated in our Complaints Policy 3.4 .	
6.5	When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman.	Yes	Clearly stated in our Complaints Policy 3.4 .	
6.6	A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident.	Yes	Clearly stated in our Complaints Policy 3.4 and Section 11, we send a full response within 10 days of acknowledgement including details of what we have done and anything we still need to do and when we aim to do it by. The complaints team track outstanding actions and keep the complainant up to date.	
6.7	Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant	Yes	Clearly stated in our Complaints Policy Section 11 and 4.3 that a full response will be provided	



	policy, law and good practice where appropriate.		including the reasons for any decisions we have made.	
6.8	Where residents raise additional complaints during the investigation, these must be incorporated into the stage 1 response if they are related, and the stage 1 response has not been issued. Where the stage 1 response has been issued, the new issues are unrelated to the issues already being investigated or it would unreasonably delay the response, the new issues must be logged as a new complaint.	Yes	This is clearly stated in our Complaints Policy 4.9.	
6.9	Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language: <ul style="list-style-type: none"> a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and 	Yes	Our Complaints Policy Section 3.4, Section 8 and 11 details how we respond and sets out required content for the response in line with these requirements.	



	g. details of how to escalate the matter to stage 2 if the individual is not satisfied with the response.			
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Stage 2

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.10	If all or part of the complaint is not resolved to the resident's satisfaction at stage 1, it must be progressed to stage 2 of the landlord's Procedure . Stage 2 is the landlord's final response.	Yes	Our Complaints Policy Section 3.4, 4.3 and Section 8 highlights that if a client is not satisfied with the response to stage 1 then the complaint is escalated to stage 2 and it details what this involves (8.1 to 8.2). Our stage 2 response provides details of how to escalate to the Housing Ombudsman if the client is not satisfied with our response (8.2).	
6.11	Requests for stage 2 must be acknowledged, defined and logged at stage 2 of the complaints Procedure within five working days of the escalation request being received.		Our Complaints Policy 3.4 and 4.4 requires acknowledgement within 5 working days of receipt. Our Complaints Procedure requires this information to be logged in the CCIA CRM Case	



			Management system (also known as IN-FORM).	
6.12	Residents must not be required to explain their reasons for requesting a stage 2 consideration. Landlords are expected to make reasonable efforts to understand why a resident remains unhappy as part of its stage 2 response.	Yes	Our Complaints Policy 3.4 and 8.2 does not require an explanation.	
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	Our Complaints Policy 8.2 address this practice.	
6.14	Landlords must issue a final response to the stage 2 <u>within 20 working days</u> of the complaint being acknowledged.	Yes	Clearly stated in the Complaints Policy 3.4 and Section 8. This is monitored in the CCIA CRM Case Management system (also known as IN-FORM).	
6.15	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident of the expected timescale for response. Any extension must be no more than 20 working days without good reason,	Yes	As per Complaints Policy 3.4 and monitored in the CCIA CRM Case Management system (also known as IN-FORM)..	



	and the reason(s) must be clearly explained to the resident.			
6.16	When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman.	Yes	Clearly stated in the Complaints Policy 3.4	
6.17	A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident.	Yes	Clearly stated in our Complaints Policy 3.4 and Section 11. we send a full response within 20 days of acknowledgement with details of what we have done, anything we still need to do and when we aim to do it by. The complaints team track outstanding actions and keep the complainant up to date.	
6.18	Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.	Yes	Clearly stated in our Complaints Policy 3.4 and Section 11 that a full response will be provided including the reasons for any decisions we have made. Guidance is provided in the Stage 2 Complaint outcome letter template.	
6.19	Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language: a. the complaint stage;	Yes	As per the Complaints Policy 3.4 and Section 11. All this information is included in Stage 2 Complaint response letter	



	<p>b. the complaint definition;</p> <p>c. the decision on the complaint;</p> <p>d. the reasons for any decisions made;</p> <p>e. the details of any remedy offered to put things right;</p> <p>f. details of any outstanding actions; and</p> <p>g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied.</p>		<p>template used for all complaints and available to all colleagues on the intranet.</p>	
6.20	<p>Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.</p>	Yes	<p>Our Complaints Policy has only two stages as stated in Section 8.</p>	

Section 7: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
7.1	<p>Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right. These can include:</p> <ul style="list-style-type: none"> • Apologising; 	Yes	<p>This is included in our Complaints Policy section 10.</p>	



	<ul style="list-style-type: none"> • Acknowledging where things have gone wrong; • Providing an explanation, assistance or reasons; • Taking action if there has been delay; • Reconsidering or changing a decision; • Amending a record or adding a correction or addendum; • Providing a financial remedy; • Changing policies, Procedure s or practices. 			
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	Some form of remedy is mentioned under Section 10 of the Complaints Policy .	
7.3	The remedy offer must clearly set out what will happen and by when, in agreement with the resident where appropriate. Any remedy proposed must be followed through to completion.	Yes	Some form of remedy is mentioned under Section 10 of the Complaints Policy .	
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	Some form of remedy is mentioned under Section 10 of the Complaints Policy .	There is Guidance for remedies on the Housing Ombudsman website which needs to be developed in to a policy.



Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
8.1	<p>Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include:</p> <ul style="list-style-type: none"> a. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements. b. a qualitative and quantitative analysis of the landlord’s complaint handling performance. This must also include a summary of the types of complaints the landlord has refused to accept; c. any findings of non-compliance with this Code by the Ombudsman; d. the service improvements made as a result of the learning from complaints; e. any annual report about the landlord’s performance from the Ombudsman; and f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord. 	Yes	<p>The Annual complaints report and self-assessment, which includes all the areas stated in Section 12 of the Complaints Policy. It was scrutinised by the Executive team and the Member responsible for Complaints (MRC) on 15 May 2024, and Board on 23 May 2024. It is then published on the website.</p>	



8.2	The annual complaints performance and service improvement report must be reported to the landlord’s governing body (or equivalent) and published on the on the section of its website relating to complaints. The governing body’s response to the report must be published alongside this.	Yes	Following the meeting on 23 Sep 2024, the Board’s response to the Annual Complaints Performance and Service Improvement report can be found here .	
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in Procedures.	Yes	As mentioned under Section 12 of our Complaints Policy ..	T
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	As mentioned under Section 12 of our Complaints Policy .	
8.5	If a landlord is unable to comply with the Code due to exceptional circumstances, such as a cyber incident, they must inform the Ombudsman, provide information to residents who may be affected, and publish this on their website Landlords must provide a timescale for returning to compliance with the Code.	Yes	As mentioned under Section 12 of our Complaints Policy .	



Section 9: Scrutiny & oversight: continuous learning and improvement

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
9.1	Landlords must look beyond the circumstances of the individual complaint and consider whether service improvements can be made as a result of any learning from the complaint.	Yes	Covered under Section 12 of the Complaints Policy. Learning is collated and reviewed from an individual, local and organisational perspective, any issues arising are then disseminated to the appropriate colleagues and teams for actioning.	
9.2	A positive complaint handling culture is integral to the effectiveness with which landlords resolve disputes. Landlords must use complaints as a source of intelligence to identify issues and introduce positive changes in service delivery.	Yes	We have included a positive complaint handling culture in our “Annual Complaints Performance and Service reports” presented to the MRC (Board member) as well as the Board. The lessons learned from Complaints review are helping inform practice developments and priorities. known as IN-FORM). (planned for 2025/26).	
9.3	Accountability and transparency are also integral to a positive complaint handling culture. Landlords must report back on wider learning and improvements from complaints to	Yes	Covered under Section 3.5 of our Complaints Policy. Wider learning is presented in the “Annual Complaints Performance	



	stakeholders, such as residents' panels, staff and relevant committees.		and Service Improvement Report".	
9.4	Landlords must appoint a suitably senior lead person as accountable for their complaint handling. This person must assess any themes or trends to identify potential systemic issues, serious risks, or policies and Procedures that require revision.	Yes	The Director of Housing and Youth and the Head of Housing supervises the Complaints team who monitor any trends occurring and identify and risks to individuals, locality, or the organisation.	
9.5	In addition to this a member of the governing body (or equivalent) must be appointed to have lead responsibility for complaints to support a positive complaint handling culture. This person is referred to as the Member Responsible for Complaints ('the MRC').	Yes	The Board has appointed xxxx as our Member Responsible for Complaints (MRC). He/She is responsible for ensuring the Board receive regular complaints information. She will have access to colleagues and information to be able to report on their findings in complaints.	
9.6	The MRC will be responsible for ensuring the governing body receives regular information on complaints that provides insight on the landlord's complaint handling performance. This person must have access to suitable information and staff to perform this role and report on their findings.	Yes	The MRC will review the report quarterly and report back to the Board at each meeting on the outcome of the Committee's review of complaints.	



9.7	<p>As a minimum, the MRC and the governing body (or equivalent) must receive:</p> <ul style="list-style-type: none"> a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance; b. regular reviews of issues and trends arising from complaint handling; c. regular updates on the outcomes of the Ombudsman’s investigations and progress made in complying with orders related to severe maladministration findings; and d. annual complaints performance and service improvement report. 	Yes	<p>A quarterly reporting on complaints will be presented to MRC as well as the Board. The annual complaints and service improvement report was considered by the Board on 23 May 2024.</p>	
9.8	<p>Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to:</p> <ul style="list-style-type: none"> a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments; b. take collective responsibility for any shortfalls identified through 	Yes	<p>YMCA promotes a collaborative approach when dealing with complaints across all departments. We ensure that all complaints are dealt with professionally and fairly with an unbiased approach. Complaints handling is monitored by the complaints team and any</p>	



	<p>complaints, rather than blaming others; and c. act within the professional standards for engaging with complaints as set by any relevant professional body.</p>		<p>shortfalls reported to the Director of Housing and Youth on behalf of the Executive. It is the collective responsibility of all staff to take ownership and respond to complaints and make suggestions for improvements to effectively handle complaints.</p>	
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