

# Annual Complaints Performance and Service Improvement Report - 2023-2024

The new Complaints Handling Code came into effect from the 1<sup>st</sup> April 2024, and to ensure we are compliance, we have undertaken a full review of our Complaints, Compliments and Suggestions Policy. YMCA London City and North (YLCAN) will complete an annual self-assessment against the Code and publish both this report and the self-assessment on our website alongside the response to the Annual Report from our Governing Body, and our Complaints Policy.

YMCA London City and North (YLCAN) is committed to providing the best service to our young people. We encourage our residents to tell us if they are dissatisfied with a service we have provided or when they are happy with something we have done. Complaints, compliments and suggestions are valuable feedback, as it gives us the opportunity to learn and improve our service offering. To ensure we listen and improve, we have a two-stage Complaints process. We want to empower our staff to resolve resident dissatisfaction as early in the process as possible and wherever possible without the need for a formal investigation.

- We have aligned our approach to meet the requirements set out in the Housing Ombudsman Complaints Handling Code
- We welcome and value complaints
- Complaints are an opportunity to put things right
- We aim to learn from complaints
- We publish report on our complaints' performance on our website
- We publish information about how to make a complaint on our website
- Complaints are reviewed and we look at trends and opportunities to improve
- We report performance to our Executive Team, Residents and the Board of Trustees
- We seek to continually improve how we respond to and manage complaints

We aim to find a resolution to dissatisfaction at the first point of contact, however if this is not possible and the issue requires further investigation, then the complaint will be raised at Stage 1 of the complaints process.

## **Stage 1 – Investigating the Complaint (target 10 working days)**

The relevant investigating manager will investigate the complaint within 10 working days. Wherever we can, we will call or meet with the resident to get a better understanding of the issues and reach a resolution quickly that the resident is happy with.

## **Stage 2 – Independent Review of the Complaint (target 20 working days)**

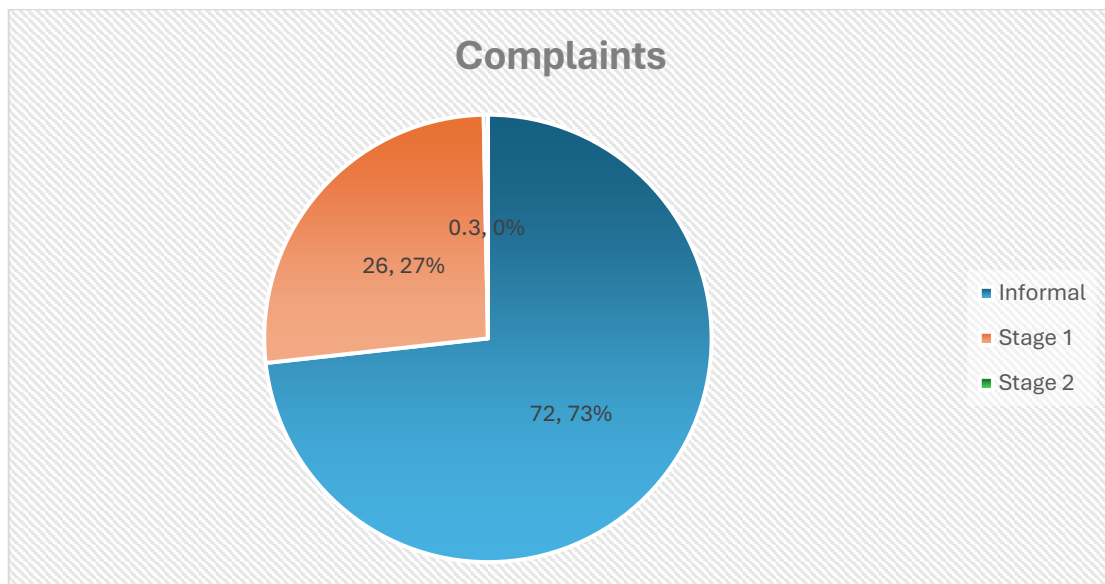
A resident can escalate to Stage 2, an independent review of the Stage 1 decision, where either:

- They feel not all aspects of the complaint were addressed at Stage 1
- If the customer feels the response to their original complaint was not fully justified and any wrong has not been properly addressed or rectified.

All requests to escalate to Stage 2 will be accepted. We will work with the resident to find out how we can resolve their complaint at Stage 2 and seek to understand why we were unable to resolve the issues previously. The Independent Review will be carried out by the Head of Housing Operations.

### Analysis of our complaint handling performance

- In 2023/24, we received 330 complaints, an average of 27.5 complaints each month.
- This represents an increase of 21% when compared to 259 complaints in 2022/23.
- Of the 330 complaints received in 2023/2024, 240 were informal complaints, 89 at stage 1, and 1 complaint escalated to stage 2.



- In 2023/2024, 302 complaints (92%) were resolved, and 28 (8%) unresolved or part resolved.
- Of the 330 complaints, only 3 complaints were from our neighbours.

The top 4 complaint categories were:

- Noise Nuisance
- Anti-Social Behaviour
- Responsive repairs
- Quality of Service provision

We do not currently record complaints which were not accepted but, going forward, we will be. The Complaints Policy sets out clear circumstances when a complaint would be reasonably refused or does not fall within our powers to resolve.

## Service improvements and learning from complaints

Listening and acting on resident feedback is a key priority for YLCAN, and we view complaints as an opportunity to learn and improve services for our residents. As part of our commitment to ensure we deliver as per our promise to young people, complaints, learning and progress is regularly discussed by the trustees, executive team and service lead managers.

- A Trustee will be assigned to take lead role as **Member Responsible for Complaints (MRC)**.
- Set up regular complaints team meetings with our wider Housing team to ensure the correct accountability for complaint from August 2024.
- Carried out a Resident Annual Survey exercise in February 2024 to see how we are doing with regards to service provision.
- In relation to repairs-related complaints, additional resource has been pulled to sites as and when required to address complex cases, to prevent complaints escalation.
- Proactively liaise with the Estate Team to track outstanding repairs in response to a complaint, to ensure they are completed as promised.
- Review of working practices and procedures where required, and any identified changes implemented. This is also now reviewed at management team meetings.
- On initial receipt of a complaint, we will contact the resident to acknowledge it, as well as discuss the situation to see if a quick resolution can be sought.
- Improve the content and consistency of complaint policy, process and response letters.
- Complaint and service enquiries contacts and outcomes shared at quarterly management meetings.
- Regular refresher training for all colleagues on complaints handling, accurate record keeping, good communication and engaging with residents will be introduced.

## Self-Assessment against the revised Complaints Handling Code

The self-assessment has been undertaken in line with the revised Complaint Handling Code that become statutory with effect from the 1 April 2024

The self-assessment exercise highlighted:

- Several updates were needed to our Complaints Policy to ensure compliance with the Code. This has been completed.
- Revised guidance and processes for complaints handling was needed. This has been completed.
- Full compliance with the revised Code will help avoid maladministration findings on complaints handling and should increase customer confidence.