

Annual complaints Performance and Service Improvement report 2024-2025

This is our second annual complaints report, covering April 2024 – March 2025. It provides information about the number of complaints received their nature and our responses. We strive to meet high service standards, and when we fall short, we focus on listening, learning, and improving—so we can do better next time.

Our complaints process complies with the Housing Ombudsman Service Complaints handling code, which became mandatory for Social Housing providers from 1 April 2024. Our housing residents may contact the Housing Ombudsman at any stage of the process and are advised of this. We reviewed our complaints policy in 2024, and you can read the full policy on our website.

This is how we performed last year.

Stage 1 complaints:

- Complaint volume; 33
- Resolved within target timescales
- Supported: 69.7% - 23 out of 33
- Not supported: 21% 7 out of 33
- 2 complaints were withdrawn by complainant

Stage 2 complaints:

- Complaint volume: 3
- Resolved withing target timescales, 100%
- Supported: 33% - 1 out of 3
- Not supported: 66% - 2 out of 3

Key themes

- Complaints were made about a range of things, including
- Staff conduct – Communication and support
- Maintenance – timescales and next steps



You said – and we did:

Last year **you said** there should be an easier form to make complaints – so we've done that and included it on our new posters.

Do you need to make a complaint about our services? complaints@ymcadlg.org.uk

You said we should make a new poster to advertise how to make a complaint in housing services, so we did that (see poster just above, try out the QR code!).

You said we needed to make improvements in how we administer rent credits, so we issued guidance to all our staff on this in October 2024.

You said we needed to raise awareness of how to make complaints, so we've added information to our residents handbook in 2025.

Service improvements:

In our annual survey of residents, you told us we could improve our handling of complaints. We will be delivering new training to our complaint handling staff in 2025/6.

We have implemented a new repairs satisfaction survey so we can correlate your feedback about repairs and maintenance, as you've told us repairs and maintenance are important to you.

We are delivering our first year of our youth voice strategy where we expect to strengthen our relationships and engagement with our clients.

We will be including our complaints process into our core customer digital system in 2026.

Board response

We take complaints and customer feedback seriously, and our Board committee, the Impact and Services Committee, receives data on complaints and services throughout the year.

Complaints remain a key performance indicator that we monitor to ensure the voice of the tenant is listened to and acted on to continuously improve.

The Board leads our culture that complaints are welcome, and help us learn and make improvements, and we acknowledge our areas of focus in 2025/6 around complaints and feedback are outlined in the above report.

We always want to know when we could have done something better, or if you are unhappy with something. We want to put things right.

Trustee Board

YMCA DownsLink Group

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