

Complaint Handling Code

This report provides the Board with an overview of the complaints recorded on Inform from the 1st April 2024 to the 31st March 2025. To ensure compliance with the reporting requirements of the Complaint Handling Code, an annual report will be submitted to the Board for a response and the end of the reporting period.

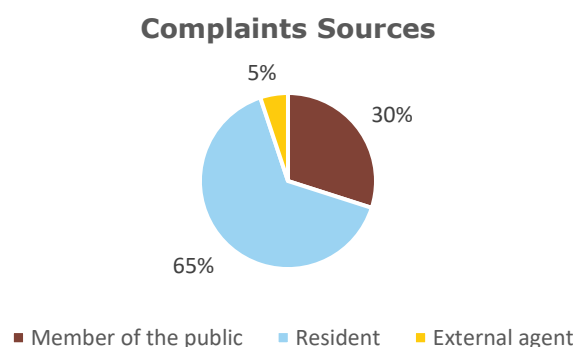
A summary of complaints are shared with the Board each quarter and reporting will continue quarterly, with an annual report submitted at the end of fiscal year.

Each year the following information will be published on the YMCA Robin Hood Groups website for supported housing, and electronic links will be added to the Complaints Handling Code annual submission form.

- The self-assessment against the complaints handling code.
- The annual report on complaints performance and service improvement
- The Boards response to the report
- The complaints policy

Annual Complaints Reporting

The categories for complaint concerns were updated to improve accuracy with reporting and to support with identify trends. Promoting a positive complaints culture, supported with staff attending the Housing Ombudsman complaint handling code training has resulted in the number of complaints increasing by over 50% from the previous year. 157 complaints received from three source from 1st April 2024 to 31st March 2025.



Number of complaints by concern:

Complaint Concern	Number
Member of the public	47
Resident about another resident	50
Resident about service provided	31
Resident about outstanding repair	15
External agent about service	5
External agent about client	1
Resident about quality of accommodation	5
Resident about anti social behaviour	1
External agent about quality of accommodation	1
External agent about anti social behaviour	1

- The complaints from the public were in relation in noise, loud music, alleged illegal activities, rubbish and allegation of anti social behaviour which were investigated.
- The complaints about another resident was in relation to visitors, food going missing, playing loud music, not maintaining the communal areas and general disagreements.
- The complaints in relation to maintenance of the properties, were due to heating, hot water, broken showers, and one complaint in relation to pest control.
- The complaints from a third party / professional were in relation to service delivery, property standards and communication.
- All complaints were responded to and resolved, and recommendations have been implemented to continue to improve, which has included changes to processes and procedures to prevent repeated concerns being raised.

Response to improve our service:

The YMCA Robin Hood Group are committed to improve their service and view complaints positively to improve the service it provides to the residents. The following actions have been implemented to improve the quality of our service.

- Complete a self-assessment annual to ensure that Complaint Policy is complaint to the complaint handling code.

- Complaint reporting each week on the quality assurance dashboard to manage compliance against the Complaint Handling Code.
- Weekly monitoring of complaints within the senior management team and quarterly reporting on complaints to the Board.
- Record and report on complaints on InForm.
- Record and report on compliments on InForm.
- Reviewed the complaint handlers and amended the complaints policy to ensure that the complaint is managed by appropriate staff, providing greater ownership.
- Implemented an investigation template and standard acknowledgement templates to support with a consistent approach across all service areas.
- Staff register and attend the training on the new Complaint Handling Code, provided by the Housing Ombudsman on the learning hub.
- Updated the anti-social behaviour policy.
- Update the positive behaviour policy, introduce behavioural contracts and the resident involvement and empowerment policy.
- Partnership collaborating with local neighbourhood community teams.
- Working towards a trauma informed and person centre service delivery model.
- Update training and policy for risk, needs, supporting planning and goal setting for staff.
- Record all maintenance tasks on a digital platform, InForm to record all repairs. Providing greater visibility on the performance of maintenance and provides performance measures against the response to service level agreements.
- Identify learnings from complaints and adapt policies and procedures.
- Annual analysis will include learning from complaints, compliments and feedback, feedback from the TSM survey and from the resident co-production events.
- Complaints about staff conduct are taken seriously and investigated promptly, which has led to recommendations for performance improvement plans, disciplinary action and in some cases the termination of employment.
- Implementation of a new welcome pack has been received positively and has been broken down into smaller sections for the residents to include:
 - Information required for all residents and included how to make a complaint and how to provide feedback.
 - Information on the local area and services to support with orienteering.
 - Information on 'My support'
 - Key contact information and safeguarding leaflet
- A resident charter has been co-produced setting out what the residents can expect from the YMCA RHG and what the YMCA RHG expect from residents.

- House meetings have been introduced and provides the opportunity to discuss concerns and raising awareness of the impact of residents behaviours and actions on other residents in the house.

Actions in progress to continue to improve the services to the residents.

- Launch a resident hub for residents to access information online.
- Identify and explore converting information into accessible formats online for residents to access.
- Review the house rules to manage expectations and ensure that they are up to date
- Set up a complaints panel to review wider learning across the services

Annual Compliment Reporting:

The YMCA Robin Hood Group proactively records compliments to celebrate successes and to support sharing best practice across services areas. During 2024 to 2025 reporting period 95 compliments were received, an increase from the previous reporting year.



Conclusion:

The Annual Report shows the nature of complaints and compliments in the past reporting year 2024 to 2025, which have been proactively responded too. This has supported to identify areas for improvement. Promoting a positive complaint culture is encouraged and evident from the increase in complaints received. Monitoring will ensure that all

complaints are recorded under the correct categories on InForm. Resident co-production and resident meetings will provide feedback on how complaints are being received to continue to improve the services to the residents in the accommodation.

There are concerns with anti-social behaviour and resident disagreement, work is taking place to address these areas with:

- Regular house meetings
- Partnership working with local authorities community teams
- Updating policies and procedures
- Implementing recommendations

The work is supporting the strategic priorities to achieve the vision and mission of the YMCA Robin Hood Group, Supported Housing. In addition, further exploration is still underway to launch access online with a resident hub and in different accessible formats to further support the residents in the accommodation.

Response from the Board:

The Board of the YMCA Robin Hood Group is committed to fostering a positive complaints culture within the organisation. The Leadership Team has established robust procedures to embed this culture across the YMCA Robin Hood Group and acknowledges that continuous improvement is necessary in the collation and utilisation of complaints data to enhance service quality. A plan has been developed and implemented to address this, which includes training all Supported Housing staff and allocating dedicated resources to complaint management. An overview of all complaints is submitted to the Board every quarter. Additionally, the Audit & Risk Committee, a subcommittee of the Board of the YMCA Robin Hood Group, monitors complaints received and oversees action plans to address them in greater detail.