

Complaints Handling Code for the YMCA Robin Hood Group**Period Covered:** April 2025 – March 2026**Department:** Supported Housing**Report Completed by:** Helen Lambert**Complaint Handling Code**

This report provides an overview of complaints recorded between 1 April 2025 and 31 March 2026. In line with the requirements of the Complaint Handling Code, an annual complaints performance and service improvement report is submitted to the Board at the end of each reporting period for review and response.

A summary of complaints performance is presented to the Board on a quarterly basis. Each quarter, the Complaints Panel reviews a sample of complaints to provide quality assurance and identify trends, assess consistency in complaint handling, and capture learning opportunities. This approach supports the continued development of a positive complaints culture and promotes the sharing of best practice to improve service delivery.

The information contained within this report will be published on the YMCA Robin Hood Group website for Supported Housing. Electronic links to the published report will also be included within the annual Complaint Handling Code submission.

- 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

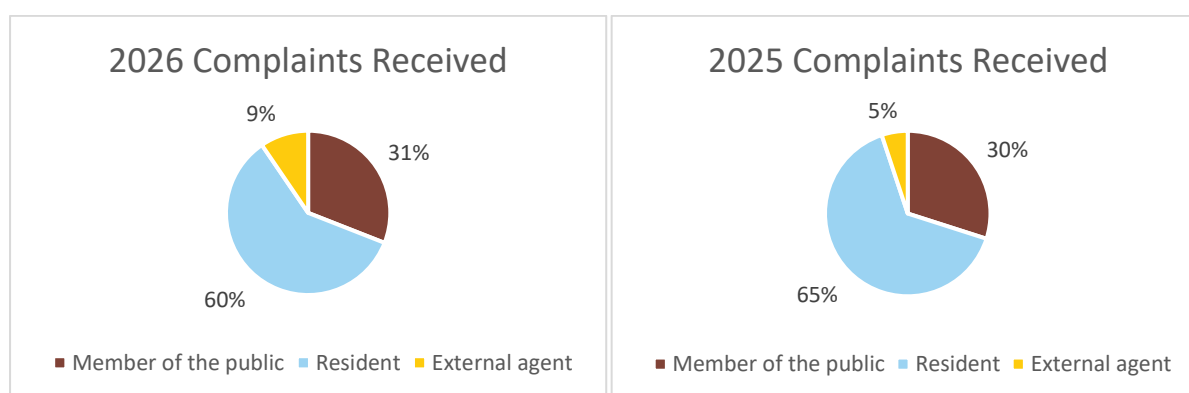
Annual Complaints Reporting

The complaint categories were revised the previous year to improve the accuracy of reporting and enable comparison of complaint themes with the previous year. Staff continue to promote complaints as valuable feedback that helps shape our services. As a result of the actions taken in response to complaints, the number of complaints decreased by 46% compared with the previous year.

Between 1 April 2025 and 31 March 2026, 84 complaints were received, representing a 44% reduction compared with the previous year. The reductions were seen across the following areas:

- Member of the public
- Resident about another Resident
- Resident about service provided
- Resident about outstanding repair

The pattern of complaint sources remained broadly consistent throughout the year. The overall distribution was relatively static; there was an increase in complaints received from external sources and a reduction in those submitted by residents.



Number of complaints by concern:

Complaint Concern	2025	2026
Member of the public	47	23
Resident about another Resident	50	25
Resident about service provided	31	13
Resident about outstanding repair	15	3
Complaint about equality and diversity issue	0	1
External agent about service	5	4
External agent about Resident	1	1
Resident about quality of accommodation	5	6
Resident about anti-social behaviour	1	2
External agent about quality of accommodation	1	1
External agent about anti-social behaviour	0	2
Complaint by member of the public about anti-social behaviour	1	3
	157	84

Complaint Theme Summaries

Complaints received from members of the public related to noise nuisance, loud music, alleged illegal activity, rubbish, and allegations of anti-social behaviour. All concerns were investigated, and appropriate recommendations were implemented to address the issues identified. Providing reassurance to our neighbourhoods.

Complaints raised by residents about other residents primarily related to visitors, missing food, loud music, failure to maintain communal areas, and general interpersonal disagreements. Behavioural agreements have been introduced to help manage expectations and reduce the recurrence of these complaints.

Complaints relating to property maintenance were associated with heating, hot water, and one broken window. To improve the resident experience, we are proactively communicating estimated completion timescales for repairs, particularly where works are dependent on the delivery of parts or specialist materials.

Complaints received from third parties and professionals related to service delivery, property standards, and communication.

All complaints were acknowledged, investigated, and resolved where possible. Learning from complaints has been used to drive service improvements, including changes to processes and procedures aimed at preventing similar concerns from recurring. These actions support our commitment to continuous improvement and delivering high-quality services to residents and stakeholders.

Service Improvements and Learning from Complaints

The YMCA Robin Hood Group is committed to continuously improving its services and views complaints as valuable feedback that helps shape and enhance the support provided to residents. Learning gained from complaints, compliments, resident feedback, and service reviews is used to drive improvements.

The following actions have been implemented to improve service quality, strengthen complaint handling, and enhance the resident experience:

- An annual self-assessment is completed to ensure the Complaints Policy remains compliant with the requirements of the Complaint Handling Code.
- Complaints performance is reported weekly through the Quality Assurance.
- Dashboard to monitor compliance with the Complaint Handling Code.

- Complaints are reviewed weekly by the Senior Management Team, with quarterly performance reports submitted to the Board.
- Complaints and compliments are recorded, monitored, and analysed to identify trends and learning opportunities.
- Designated Complaint Handlers have been introduced to ensure complaints are managed by appropriately trained staff, increasing accountability and ownership.
- Standardised investigation and acknowledgement templates have been implemented to support a consistent approach to complaint handling across all service areas.
- Staff are required to complete mandatory Complaint Handling Code training through the Housing Ombudsman's Learning Hub.
- Anti-Social Behaviour and Positive Behaviour policies have been implemented to provide clear expectations and guidance for residents and staff.
- Behavioural agreements have been introduced across services to support positive engagement and reduce recurring issues.
- The Resident Voice Strategy has been implemented to strengthen resident involvement and influence in service development.
- Partnerships have been developed with local neighbourhood and community teams to improve collaborative working and address community concerns.
- Staff have received Trauma-Informed Practice training to strengthen their understanding of residents' experiences and needs.
- Training and guidance have been provided to staff on risk assessment, needs assessment, support planning, and goal setting.
- Learning identified through complaints is reviewed and used to inform policy, procedure, and service improvements.
- Annual service analysis incorporates learning from complaints, compliments, and bi-annual Tenant Satisfaction Measure (TSM) feedback.
- Complaints relating to staff conduct are treated seriously and investigated promptly and fairly.

To improve communication and accessibility for residents:

The resident welcome pack has been introduced to across all services and continues to receive positive feedback. The information has been divided into smaller, more accessible sections. The welcome pack will be added to the resident portal to improve accessibility for all our resident through the recite me tool.

- A Resident Charter has been co-produced with residents, setting out what residents can expect from YMCA Robin Hood Group and the standards and behaviours expected from residents.
- Regular house meetings have been introduced, providing opportunities to discuss concerns, share information, and raise awareness of the impact that behaviours and actions can have on others within the household.
- A new online Resident Hub is scheduled to launch in 2026, providing residents with easier access to information and resources.
- The Recite Me accessibility tool has been added to the website and will also be incorporated into the Resident Portal to ensure information is available in accessible formats.
- House rules have been reviewed and updated to ensure they are person-centred, easy to understand, and provide clear expectations for residents.

To strengthen learning:

A Complaints Panel has been established to review complaint outcomes, identify themes and trends, and ensure learning is shared across services to drive continuous improvement.

Impact

These improvements demonstrate YMCA Robin Hood Group's commitment to fostering a positive complaints culture, improving service quality, strengthening resident engagement, and ensuring that feedback is used effectively to deliver better outcomes for residents.

Actions in Progress

The YMCA Robin Hood Group remains committed to continuous service improvement and enhancing the resident experience. The following actions are currently being progressed:

- The Complaints Panel will continue to review a sample of complaints on a quarterly basis to strengthen oversight, identify learning opportunities, and ensure a continued focus on management accountability and quality assurance through auditing.
- Trend analysis of complaints will continue to be used to identify recurring themes and areas of concern. This will enable targeted action plans to be developed, helping to further reduce repeat complaints and improve service delivery.

- Although complaint levels have reduced significantly, regular reminders will continue to be shared with residents about how to raise a complaint or provide feedback. This will help ensure residents feel confident that their concerns will be heard, investigated, and used to inform service improvements.
- Learning from complaints, compliments, resident feedback, and Tenant Satisfaction Measures will continue to be monitored and reviewed to support ongoing service development and continuous improvement.
- Further opportunities to engage residents in shaping services will be explored, ensuring that resident feedback remains central to decision-making and service delivery.

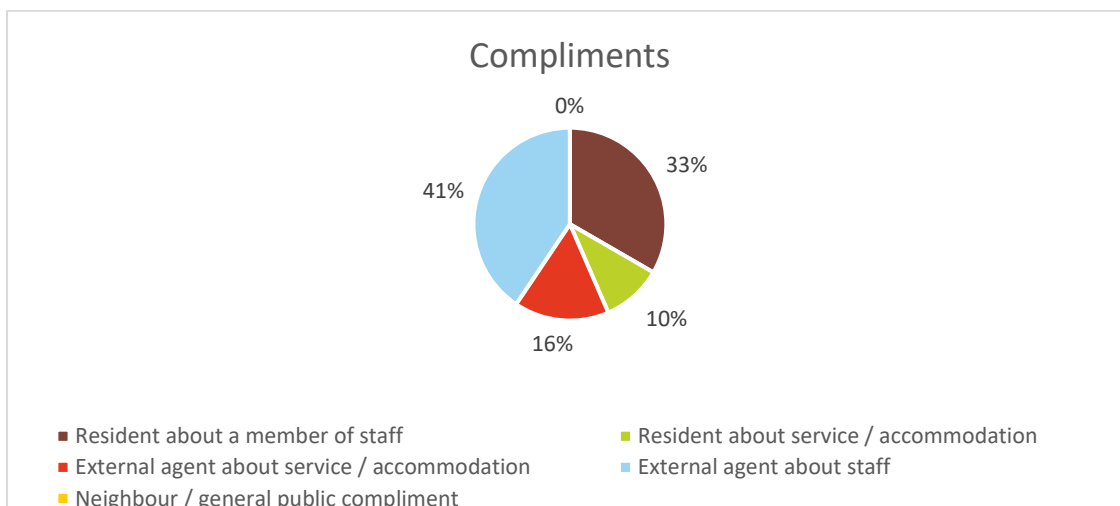
Forward Focus

By maintaining a strong focus on learning, accountability, and resident engagement, we will continue to strengthen its positive complaints culture and use feedback to drive meaningful improvements in service quality and resident outcomes.

Annual Compliment Reporting:

YMCA Robin Hood Group proactively records compliments to recognise good practice, celebrate success, and support the sharing of learning across service areas. During the 2025/26 reporting period, 69 compliments were received, representing a 27% decrease compared with the previous reporting year.

It is encouraging to see the positive impact of our staff reflected in the feedback provided. The highest proportion of compliments was received from residents and external partners, who recognised the professionalism, commitment, and support provided by staff across our services.



Impact

The feedback received through compliments highlights the dedication of our staff and reinforces the positive difference they make in supporting residents and building effective relationships with external partners and stakeholders. They provide valuable insight into what is working well and help identify examples of best practice that can be shared across the services to further enhance service delivery and resident outcomes.

Conclusion

This report demonstrates YMCA Robin Hood Group's continued commitment to maintaining an effective complaints process and using feedback to drive service improvement. During the reporting period from 1 April 2025 to 31 March 2026, 84 complaints were received, representing a significant reduction compared with the previous year. This reduction reflects the positive impact of actions taken in response to complaints and the proactive approach to learning and continuous improvement.

The review of complaint categories and enhanced reporting arrangements have improved the quality of data available, enabling more effective analysis of trends and comparison with previous years. Regular oversight by the Senior Management Team, Board, and Complaints Panel has strengthened accountability, promoted consistency, and ensured that learning is translated into meaningful service improvements.

Key themes identified through complaints have informed changes to policies, procedures, staff training, resident engagement, communication, and service delivery. Initiatives such as the implementation of behavioural agreements, the Resident Voice Strategy, improved resident information, training, and strengthened partnership working have contributed to improving resident experiences and reducing recurring concerns.

Recognises that a reduction in complaint numbers should not discourage residents from raising concerns. Staff will continue to actively promote complaints and feedback as valuable opportunities for learning and improvement, ensuring residents feel confident that their voices are heard and acted upon.

Looking ahead, we will continue to monitor complaint trends, embed learning across services, strengthen quality assurance arrangements, and enhance resident engagement opportunities. Through this approach, we will remain committed to delivering high-quality, resident focused services and fostering a positive culture where feedback is welcomed, valued, and used to improve outcomes for residents and communities.

Response from the YMCA RHG Board:

The YMCA Robin Hood Group Board is committed to promoting a positive complaints culture and views complaints as a valuable source of feedback that supports continuous improvement. Learning from complaints, compliments, resident feedback, and service reviews is used to strengthen services, improve outcomes for residents, and enhance the effectiveness of complaint handling.

YMCA Robin Hood Group is learning from complaints, which has been supported with designated Complaint Handlers, mandatory Complaint Handling Code training, enhanced performance monitoring of quality assurance through the complaints panel, weekly monitoring of the compliance dashboards, and standardised complaint investigation processes to ensure consistency and accountability. Improvements have also been made through the implementation of the Resident Voice Strategy, Trauma-Informed Practice training, strengthened staff guidance on assessments and support planning, behavioural agreements, and closer partnership working with local community teams.

The complaints panel provides additional oversight by monitoring complaints, reviewing compliance with the Complaint Handling Code, and scrutinising progress against improvement actions. The Board receives quarterly reports on complaints performance and trends and acknowledge that the complaints have reduced by 44% from the previous year and that there have been no complaints from the Housing Ombudsman or malpractice. This has provided assurance that lessons learned from complaints are actively used to inform policy, practice, staff development, and service delivery across YMCA Robin Hood Group, supporting the reduction in complaints.

Ratified at YMCA RHG Board Meeting 23.09.2026