

# Annual complaints performance and service improvement report

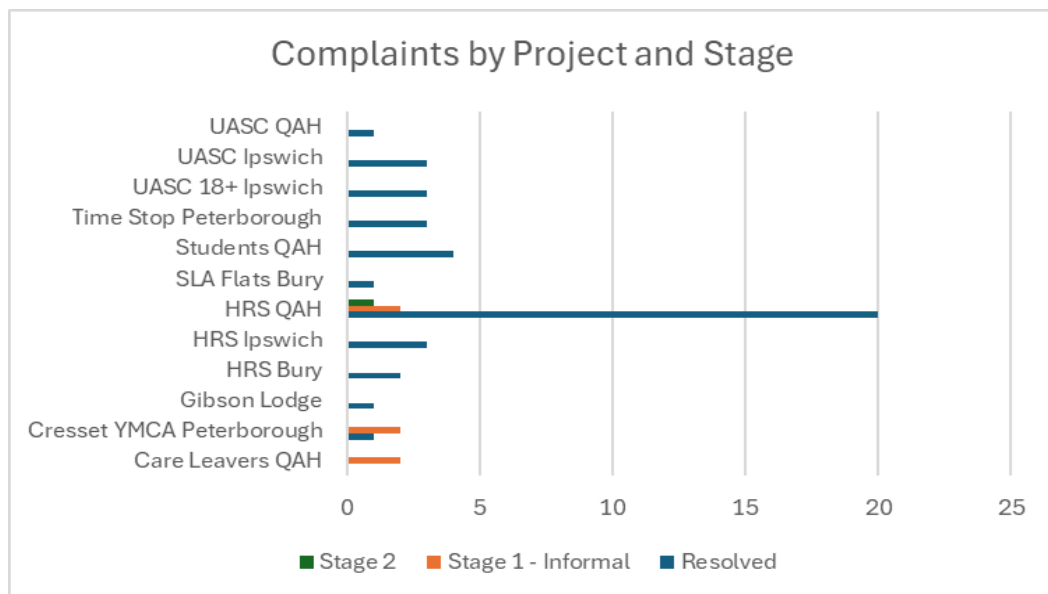
## 1. Overview

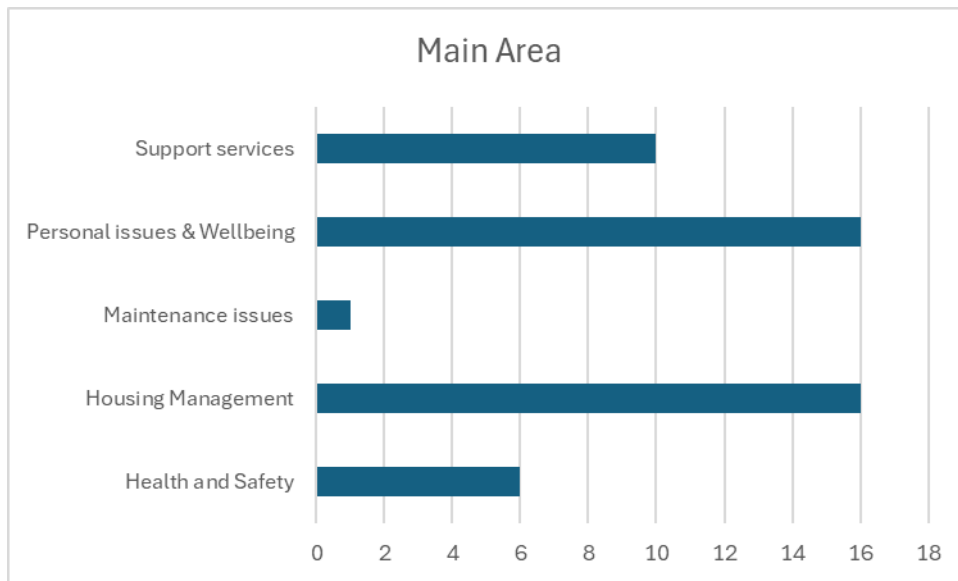
This report has been produced in accordance with the requirements of Section 8 of the Housing Ombudsman Complaint Handling Code (effective from 1st April 2024)

A total of 49 complaints were received between 1 April 2023 and 31 March 2024. All complaints were accepted and investigated.

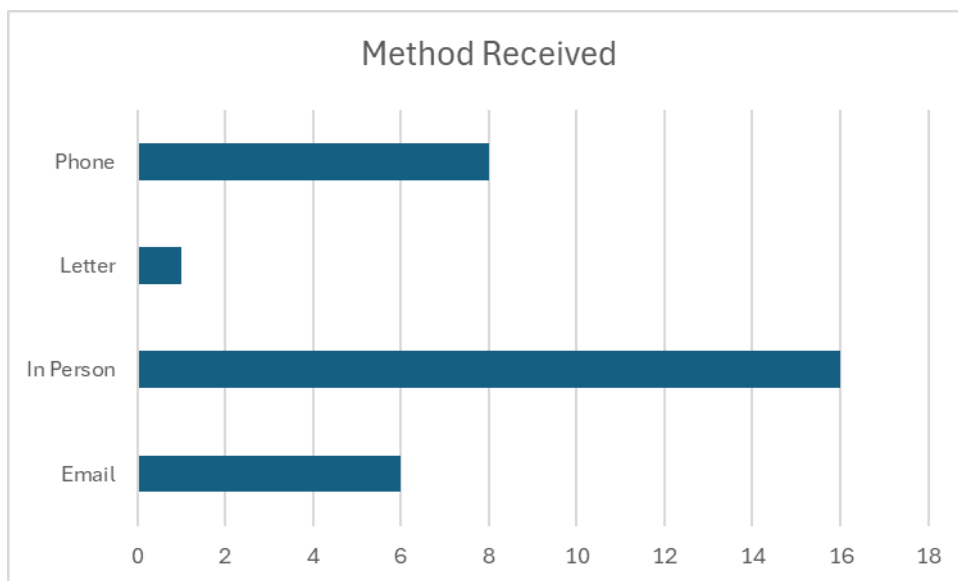
Of the 49 Complaints received 42 were resolved informally, where it is not necessary or requested to raise a formal complaint. 6 complaints were resolved at stage 1 and 1 complaint was raised to and resolved at stage 2.

## 2. Complaint Categories





Although the chart shows the main area listed when recording the complaint, many of the personal issues and Wellbeing complaints and the Housing Management complaints are related to noise and disagreements between neighbours.



In previous years, all complaints were made in person, it is encouraging that a wider range of methods are being used. We accept complaints in any form.

Meeting target time for responses. All complaints were responded to within the timeframes set in the complaints handling code and our own complaints policy.



This table shows a summary of the complaints received and resolved at stages 1 and 2.

<b>Main Area</b>	<b>Summary</b>	<b>Outcome</b>	<b>Project</b>	<b>Resolved</b>
Housing management	Noise complaint. Loud shouting, banging, and arguing for several hours at the weekend from another room.	Spoke to all parties concerned, will contact us if any further issues.	Cresset YMCA Peterborough	Stage 1
Housing management	Noise complaint. Loud shouting was coming from another room.	Spoke to all parties concerned, will contact us if any further issues.	Cresset YMCA Peterborough	Stage 1
Maintenance issues	Lift not working. Maintenance repair for quite some time. Resident would like to know when this will be fixed.	Maintenance consulted, and situation explained to resident.	Care Leavers QAH	Stage 1
Personal issues and well-being	Noise complaint. Resident requesting to change his room, as struggling to sleep due to neighbour playing loud music through the night.	Mediation conducted with all parties concerned	Care Leavers QAH	Stage 1
Support services	Resident felt that staff were mocking them and laughing at them during an incident in reception.	Discussion held with staff concerned, explained they were not laughing at the resident, staff apologised for any upset caused.	HRS QAH	Stage 1
Support services	Resident states that after telling staff they didn't want to speak with the police, staff let the police into their room.	Discussion held with resident and with staff member. Staff do not let police into rooms without a warrant.	HRS QAH	Stage 1
Health and safety	A parent of a resident made a complaint stating the resident experiencing regular loud music, banging and threats from another resident and several maintenance issues.	Complaint closed as conflicting evidence did not substantiate the claim. Parents Communication became inappropriate and could not continue.	HRS QAH	Stage 2

### 3. Themes and service Improvements

Listening and acting on resident feedback is a key priority for YMCA Trinity Group. The following actions have been identified to improve our service delivery to residents as a direct result of the complaints and feedback received.

Theme	Service Improvement
Complaints handling required improvement. When complete this report we have realised that improvements in records are needed within the housing databases, there is missing information and multiple versions of template letters.	Update the Housing database to improve recording of complaint acknowledgement.  New complaints letter templates for all stages of a complaint.
Many of the complaints regarding behaviour and conduct also involve residents who are vulnerable and have complex support needs. Balancing the needs of the vulnerable individuals and those of their neighbours requires skilled staff with a good understanding of confidentiality and very clear communication.	All housing staff will complete training this year, focusing on our internal processes, the complaints handling code and treating customers as unique individuals.  We will review a sample of complaints received in the previous quarter, assessing whether the complaints handling code and our processes have been followed, ensuring YMCA Trinity has provided a quality and fair response.
Feedback from the complaints and the TSM surveys show that there is confusion from residents regarding the process, timeframes and communication of repairs being completed.	We will consult our residents regarding the repairs process, including realistic timeframes, appointment times and best communication methods to make our service more efficient and customer focused.  We will provide our front of house staff with improved training on the repairs reporting systems allowing improved ease to reporting repairs and to improve our communication with residents and better monitor the quality of the work we do.

### 4. Annual self-assessment against revised Code

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