

YMCA Trinity Group's Governing body response to our Complaint Handling Code Self-assessment 2023/24.

The Complaints Handling Code Self-Assessment and Complaints Performance and Service Improvement Report are completed annually and published on our website along with the Accommodation Complaints policy the Governing body's response and our Tenant Satisfaction Measures (TSM's).

In order for us to meet compliance in our self-assessment of the new Housing Ombudsman Complaint Handling Code which came into effect on 1st April 2024, we have made a few changes to our internal processes and updated our Accommodation Complaints policy to reflect these changes. The complaint handling code was discussed within team meetings and staff feedback was taken into consideration when reviewing and updating the policy.

As we work across multiple locations and projects and aim to have the complaints process as accessible as possible, we have adopted a two stage process. In stage one all of our front facing workers are able to act as a Complaint Officer, and at stage two all Accommodation Managers can act as Manager, negating the need for assistance outside of the project and a swift response to complaints received.

As a board we monitor and review complaints quarterly at QAC committee meetings. All complaints received are recorded on our internal housing database and reviewed at monthly residents meeting for each project, and at the Quarterly Managers meetings.

To ensure that we continuously improve services to our residents and hear their voice we enable and support our staff to:

- use co-production when engaging with residents and in developing ways of working.
- Encourage and promote collective responsibility and continual improvement.
- Use a trauma informed approach,
- Complete equality and inclusion training
- Use our Behaviour Policy which details our approach to behaviour management and the consequences of unacceptable behaviour.
- Make use of our Reasonable Adjustment policy.
- seek feedback from staff peers and residents.

The YMCA Trinity Trustees on the QAC Committee have endorsed the self-assessment and have confidence that we are compliant with the requirements of the Code from 1st April 2024.

We welcome the annual self-assessment process and use it as an opportunity for continual learning and improvement. We will continue working towards resolving

issues raised as early as possible, liaising with the resident to ensure a satisfactory outcome.