

Annual complaints performance and service improvement report

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 51 complaints were received between 1 April 2024 and 31 March 2025. All complaints were accepted and investigated.

Of the 51 complaints received 42 were resolved at stage 1 & 9 complaints resolved at stage 2.

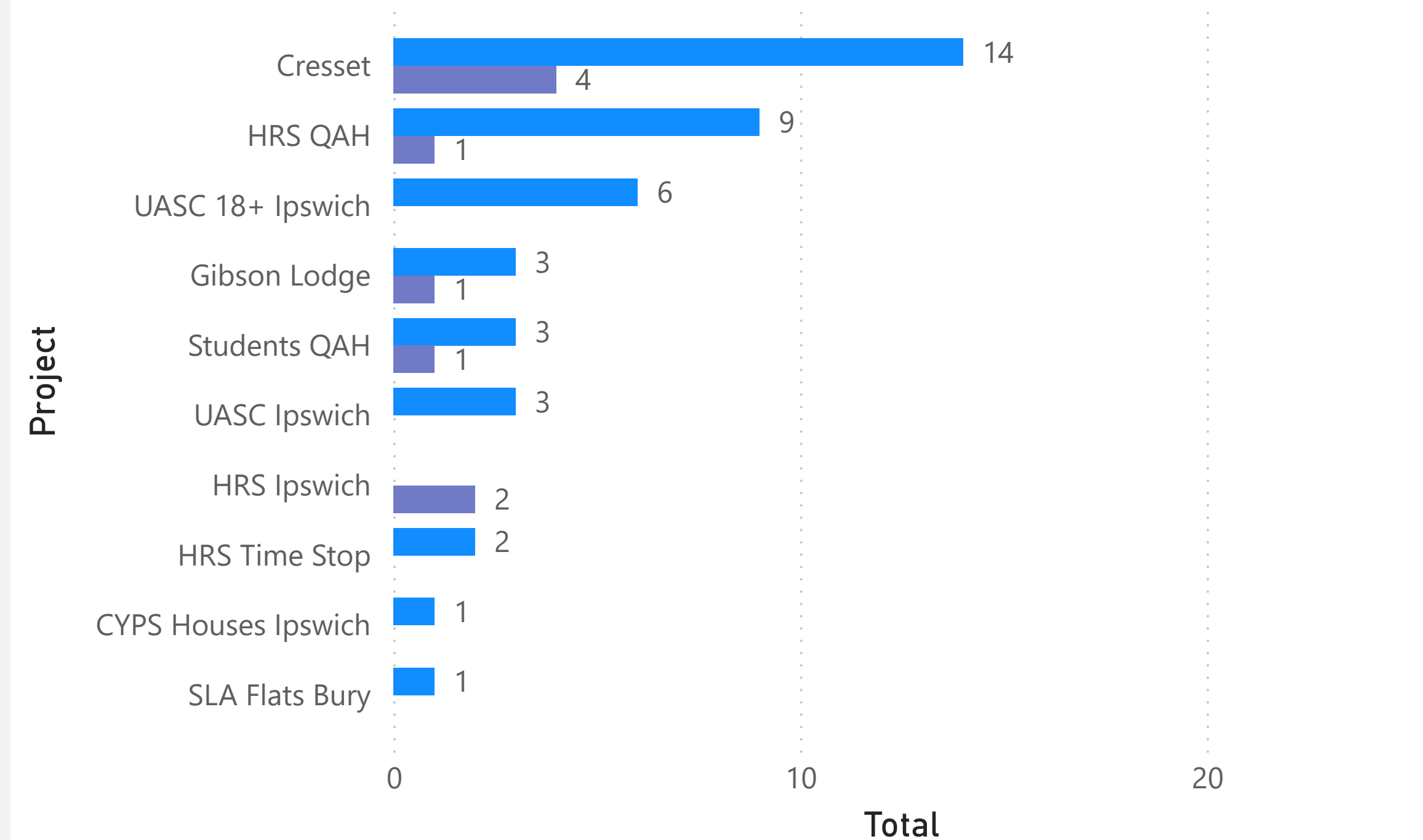
Complaint Categories

Complaints Date

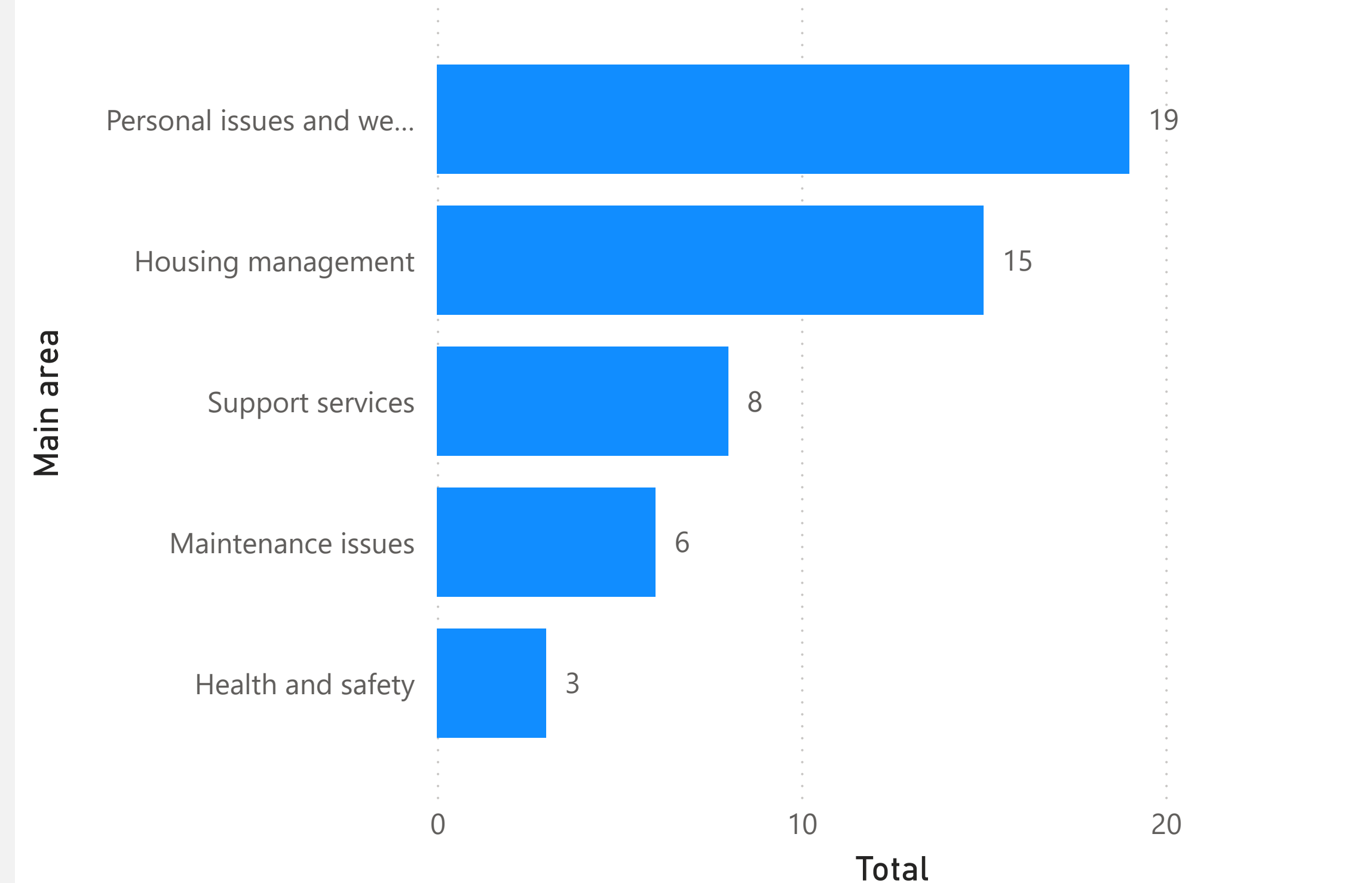
01/04/2024 

Complaints by Project and Stage

Stage resolved at ● Stage 1 - Informal ● Stage 2

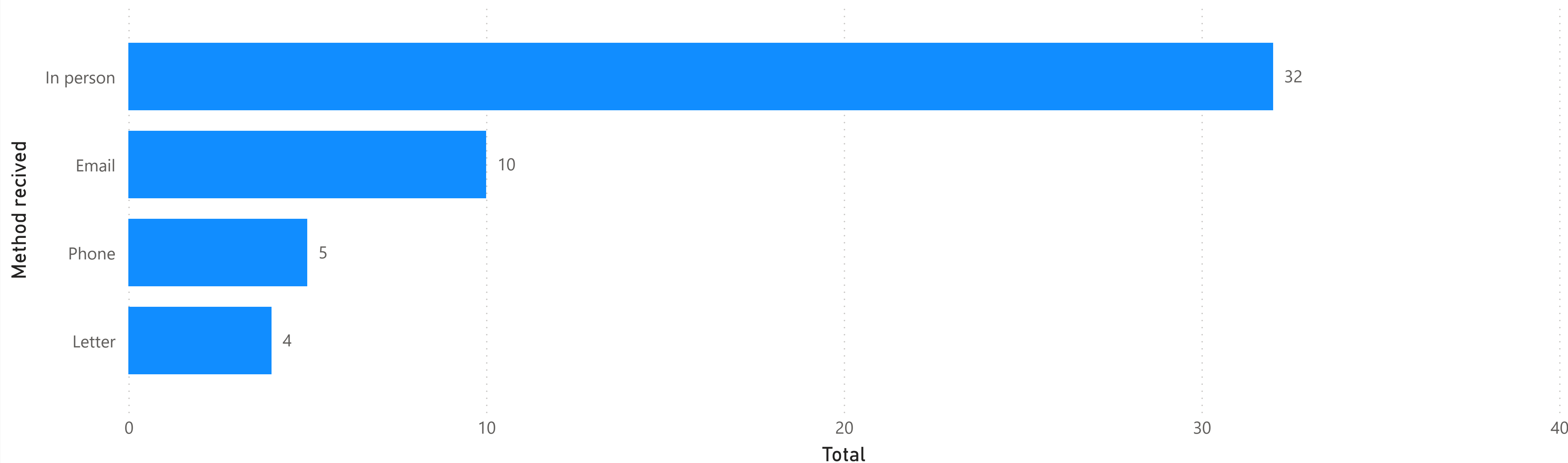


Distribution of Complaint's Main Areas



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

Distribution of Method recieved



In previous years, all complaints were made in person. The last couple of years have seen an increase in other methods 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.



YMCA

Here for young people

Here for communities

Here for you

Complaints Date

01/04/2024

Below table shows a summary of the complaints received and resolved at Stages 1 & Stage 2.

Main area	Summary	Outcome	Project	Stage resolved at
Housing management	Neighbour complained about loud argument noise coming from resdient's flat on early Sunday morning.	Since CCIA predates current staffing so no outcome/resolution was recorded.	Cresset	Stage 1 - Informal
Housing management	Resident complained about food parcel being stolen from the front of the building early morning.	Staff investigated & resident who stolen the food was issued a notice to evicton.	Cresset	Stage 1 - Informal
Housing management	Resident felt he is not being supported - monthly fire alarm check & staffs are entering his room without giving 24hr notice prior.	Agreement signed for resident to complete monthly fire alarm test himself and if this does not take place then staff will be asked to complete this. Resident also agreed to engage with support & alternative support worker was assigned.	Cresset	Stage 1 - Informal
Housing management	2 residents complained about their incident involving 3 other residents and how they were threatened and verbally abused, recorded against their consent and told they would be fired.	Staff investigated this & 3 residents were evicted.	HRS QAH	Stage 1 - Informal
Housing management	Cambridge FC have made a complaint that a parcel for them has been given to someone else.	Outcome letter was sent by email.	HRS QAH	Stage 1 - Informal
Housing management	Neighbour called YMCA on potential sexual exposor and sexual act been seen from bedroom window of young person involved.	Staff calmed neighbour and raised concern with Police and Safegurading team.	UASC 18+ Ipswich	Stage 1 - Informal
Housing management	Neighbour complained about a female being inappropriately dressed at YMCA property and risk of welfare.	Police was involved and staff worked with SSC, police to resolve this - spoke to the residents about the incoming guests and their anti-social behaviour along with doing welfare check on the female guest.	UASC 18+ Ipswich	Stage 1 - Informal
Housing management	Neighbour complained about noise and how it's affecting their child.	Staff continued vigilance and professionals contact over concerns. Neighbour was happy after the actions and no more noises.	UASC 18+ Ipswich	Stage 1 - Informal
Housing management	Noise complaint from neighbour - loud noises, continuous smoking, guests coming in throughout the night.	Staff spoke with resident and 14 day ban was placed on them.	UASC 18+ Ipswich	Stage 1 - Informal
Housing management	Noise complaint from neighbour.	Staff assured neighbour complained would be looked into & appropriate measure would be taken.	UASC 18+ Ipswich	Stage 1 - Informal
Housing management	Neighbour complained about revving sound resident's motorbike make disturb them.	Staff spoke to the resident and no further concerns from the neighbour over this issue.	UASC Ipswich	Stage 1 - Informal
Housing management	Noise complain from neighbour.	Staff reassured the neighbour and did curfew check, later there was no such issue.	UASC Ipswich	Stage 1 - Informal
Housing management	Noise complaint- Neighbour complained about loud nosie was coming from resident's room both day and night.	Staff spoke with resident about this and no futher issues has occurred. Staff conitnued to be vigilant.	UASC Ipswich	Stage 1 - Informal
Housing management	Resident complained about monthly testing of fire alarm which triggers anxiety & sucidial thoughts.	Staff spoke with resident and resident agreed to do monthly fire test on his own and if he fails to do so then staff will take over for H&S Complaince.	Cresset	Stage 2
Housing management	Ex-resident complained about battery being stolen from her scooter which was parked in the bike shed.	Staff did room check and found the missing battery along with other stuff in one of the resdient room, he was given eviction notice & ex-resident and police was informed about this.	HRS QAH	Stage 2

Below table shows a summary of the complaints received and resolved at Stages 1 & Stage 2.

Main area	Summary	Outcome	Project	Stage resolved at
Health and safety	Resident complained about another resident's anti-social behaviour toward him, he got a shoulder bump from him as they walk past each other & it is becoming unsettling for him which usually results in him not being able to eat.	Staff reassured resident and raised My Concern.	Cresset	Stage 1 - Informal
Health and safety	Resident complained about two men smoking cigarettes' in the garbage disposal after midnight .	Since CCIA predates current staffing so no outcome/resolution was recorded.	Cresset	Stage 1 - Informal
Health and safety	Resident felt she was not being supported by staff as she was asked to go back to her partner room by the staff member where she felt threatned as her partner was throwing objects.	Staff investigated the matter and had a meeting/restorative conversation with resident, was assured that staff do not want to send anyone to place where someone feel threatend.Towards the end of the meeting resident clarified that she didn't intend to make complaints about any staff, and felt the statement was made in the heat of her anger outburst.	HRS QAH	Stage 1 - Informal
Support services	Resident complained about staff not being supportive, passing judmental question to her & filled HB form incorrectly.	Staff reassured resident and appropriate action was taken on staff.	Cresset	Stage 1 - Informal
Support services	Resident felt she was not being supported by staff as she wanted staff to take her shopping.	Staff mentioned to resident that due to shortage of resident at that moment they can't go outside but staff helped resident find food in the upstairs kitchen and she was in good spirits.	Gibson Lodge	Stage 1 - Informal
Support services	Resident complained on banned ex-resident being in the premises and harrasing her friend and staff member messaging her friend on behalf of banned ex-resident.	Discussion held with staff and it was conculed to update banned list every Friday and update wider team on it.	HRS QAH	Stage 1 - Informal
Support services	Resident felt uncomfortable on male staff entering her room to which staff member explained he was the only one available and have right to access after announcing themselves.	After staff meeting it was clear that staff did not step into the room unannounced. Resident was reminded that staff can access rooms on occasions like this and concerned staff did announce himself after knocking several times.	HRS QAH	Stage 1 - Informal
Support services	Resident complained about his care plan & welfare check.	Rresident was unwilling to discuss further hence complaint response was sent.	Cresset	Stage 2
Support services	Resident complained about staff not seeing him for 3 weeks and continuous cancel of his keyword sessions without any reschedules.	Dealt with staff supervisions.	Cresset	Stage 2
Support services	Resident complained about night staff behaviour, they were entering her room without her consent and passing dirty looks. Also when she asked for help they declined stating they are busy in office although when she passed office window night staff were asleep.	Staff validated resident's feelings and thanked her for raising concern & staff conduct would be discussed with concerned staff and others in staff team meetings. Resident was also offered room change but she declined and showed confidence in mangement team.	Gibson Lodge	Stage 2
Support services	Complaint received regarding a member of staff	Due to complaint being around staff member this was referred directly to deputy manager Leah. Leah completed investigation with resident and staff member and this has now been resolved	HRS Ipswich	Stage 2

Below table shows a summary of the complaints received and resolved at Stages 1 & Stage 2.

Main area	Summary	Outcome	Project	Stage resolved at
Personal issues and well-being	Resident complained about continuous loud noise coming from neighbouring flat daily & drug usage till morning, this was impacting his sleep.	Staff reassured resident that this will be investigated and we will do our best to resolve it.	Cresset	Stage 1 - Informal
Personal issues and well-being	Resident complained about loud noise coming from argument between other 2 resdient due to which he is unable to sleep and giving him resetlessness.	Concerned resident was given eviction notice due to continuous anti-social behaviour.	Cresset	Stage 1 - Informal
Personal issues and well-being	Resident felt unsecured as someone enetered her room late night without announcing beforehand.	Confirmed that staff had checked the room due to a day visitor still being signed in against this students name.	Students QAH	Stage 1 - Informal
Personal issues and well-being	Resident complained about cannabis smell coming from communal bathroom.	Staff investigated the area but only cigarette and deoderant smell was there, staff assured resident correct procedures would be followed and thanked him for making us aware.	HRS QAH	Stage 1 - Informal
Personal issues and well-being	Resident complained an issue with the washing machine as he found faeces in the laundry room for the second time.	Staff investigated the matter and later there were no more feaces in the washing machine, resident was happy as Ramadan was coming up and hygiene is utmost important during this festival.	HRS Time Stop	Stage 1 - Informal
Personal issues and well-being	Resident informed staff on her way back from work that there was noises early morning and sounded like someone is being beaten up & suggested staff to do a welfare check on resident below her.	Staff investigated this as matter of urgencey and did a welfare check.	Students QAH	Stage 1 - Informal
Personal issues and well-being	Resident complained about another resident shouting and kicking at night.	Staff noted concern & continued monitoring the situation.	Cresset	Stage 1 - Informal
Personal issues and well-being	Resident complained about fight happening in corridor which is giving her anxiety.	Staff reassured her and took appropriate action.	Cresset	Stage 2
Personal issues and well-being	Resident complained about fight happening in corridor & loud noises due to it, this was making him & other residents in corridor anxious and unsettled.	Staff reassured resident & concerned resident was given eviction notice due to continuous anti-social behaviour.	Cresset	Stage 1 - Informal
Personal issues and well-being	Resident complained about cannabis smell due to which he is unable to sleep & other residents enquiring him if he has cannabis with him.	Staff reassured resident and continued monitoring the situation.	HRS QAH	Stage 1 - Informal
Personal issues and well-being	Resident complained about cannabis smell coming from his neighbour.	Staff reassured resident and raised My Concern.	Cresset	Stage 1 - Informal
Personal issues and well-being	Resident felt threatened by his neighbour as he verbally abuse him along with weed usage.	Staff reassured resident and raised My Concern.	Cresset	Stage 1 - Informal
Personal issues and well-being	Resident complained about loud noise coming from her neighbouring room with banging hitting his walls, shouting and singing throughout the day or night which is impacting her study and sleep.	Staff spoke to the other resident and he assured he will be mindful on playing music after 11PM.	Students QAH	Stage 1 - Informal
Personal issues and well-being	Resident complained about fellow resident's behaviour and usage of abusive language in heated argument with other resident.	Staff took action to address this.	Cresset	Stage 1 - Informal

Below table shows a summary of the complaints received and resolved at Stages 1 & Stage 2.

Main area	Summary	Outcome	Project	Stage resolved at
Personal issues and well-being	Neighbour complained about loud noise and possible drug dealing at the premises.	Staff investigated into this and searched the room, no sign of drug dealing was found. Staff reassured the neighbour and there was no further complaints from her.	UASC 18+ Ipswich	Stage 1 - Informal
Personal issues and well-being	Resident felt staff are listening to her conversation through door and raising unneccassry safeguarding concerns.	Staff reassured resident that they don't listen through door and only when they have knocked and no one replies that time they try to listen, staff also explained about the safeguarding concern they have raised for her protection.	Gibson Lodge	Stage 1 - Informal
Personal issues and well-being	Resident complained about another resident with whom she is romatincally involved being physical and sometime forcing himself on her.	Staff spoke with the concerned resdient and he took responsibility for his actions & apologized for his behaviour.	SLA Flats Bury	Stage 1 - Informal
Personal issues and well-being	Resident complained about loud noise coming from adjacent room with object smashing, shouting and screaming throughout the night due to which he is not able to attend college & taking a toll on his mental and physical health.	Staff took action on noise issue and has been offered to speak to inhouse counsellor regarding his mental health due to this being triggered by ongoing noise complaints.	HRS Ipswich	Stage 2
Personal issues and well-being	Resident felt uncomfortable by staff member & staff made an inappropriate comment to her after hearing her and her boyfriend intimacy.	The concerned staff was questioned but no direct evidence was found as he was not on rota that time but to reinforce best practices, a conversation was held with the staff member to reiterate the importance of maintaining professionalism and appropriate boundaries at all times when engaging with residents.	CYPS Houses Ipswich	Stage 1 - Informal

Below table shows a summary of the complaints received and resolved at Stages 1 & Stage 2.

Main area	Summary	Outcome	Project	Stage resolved at
Maintenance issues	Resident complained about internet strength	Since CCIA predates current staffing so no outcome/resolution was recorded.	Cresset	Stage 1 - Informal
Maintenance issues	Resident complained about slow internet speed.	Staff arranged for the internet service at Gibson to be upgraded for better speed.	Gibson Lodge	Stage 1 - Informal
Maintenance issues	Resident complained about lift not working and his guests being stuck inside the lift for one hour.	Staff called engineer for the lift fix and checked on resdient and his guest's well being.	HRS QAH	Stage 1 - Informal
Maintenance issues	Resident complained about the problems with his shower, heating and cooker light in kitchen.	Maintenance attended and fixed the issues.	HRS QAH	Stage 1 - Informal
Maintenance issues	Neighbour complained about the flashing light on the side of the building & if it can be put right or turned off.	Maintenance attended and fixed flickering outside light, email received from neighbour confirming resolved and thanking for quick response.	HRS Time Stop	Stage 1 - Informal
Maintenance issues	Resident complained about the radiator in her room not working properly & room temperature falling below the comfort level.	Resident was reassured that their concerns are being investigated and handled, and if issue persist resdient can opt for a room transfer.	Students QAH	Stage 2

Learning from last year

These are the outcomes from last years Themes and service improvements.

Service Improvement	Outcome
<p>Update the Housing database to improve recording of complaint acknowledgement.</p> <p>New complaints letter templates for all stages of a complaint.</p>	<p>There is clear improvement in the acknowledgements of all complaints. The template letters are being used by all teams.</p>
<p>All housing staff will complete training this year, focusing on our internal processes, the complains handling code and treating customers as unique individuals.</p> <p>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.</p>	<p>There is clear improvement in certain teams that the training was affective, and the complaints process has been followed.</p> <p>Some teams have had a high turnover of staff, and the records require improvement in these teams.</p>
<p>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.</p> <p>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.</p>	<p>The feedback from residents shows that they feel the communication with them regarding repairs and maintenance has improved.</p> <p>The reporting process is clear and simple, and understood by all Housing staff, appointments are agreed with residents in advance.</p>

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.

Themes	Service Improvements
<p>Complaints recording requires improvement. Some records had missing data and Outcomes not recorded timely.</p> <p>Due to a turnover in staffing in some teams this year, there is a lack of confidence in the process in specific teams.</p>	<p>Managers will review and report complaints in their department monthly. Ensuring completion of the records each month.</p> <p>Training for all staff completed in the teams identified.</p>
<p>The majority of the complaints recorded as 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.</p>	<p>Continue to deliver training, focusing on our internal processes, the complains handling code and treating customers as unique individuals.</p> <p>Managers will review complaints monthly assessing whether the complaints handling code and our processes have been followed, ensuring a quality and fair response to all complainants.</p>
<p>Many of the complaints received involve the same resident such as continuing to play loud music or concern non-residents such as non-residents making people feel uncomfortable around our buildings.</p>	<p>A focus on support and understanding of community and respecting neighbours delivered through AQA’s.</p> <p>Staff to be present at the front of our buildings, visible and able to address concerns regarding non-residents. A focus on security of the buildings and perimeter.</p>

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. This self assessment is reviewed annually in line with this report, and shows that we are compliant with all aspects of the code. No complaints went to the ombudsman, and we have had no contact with the Ombudsman.