

YMCA Trinity Group's Governing body response to our Complaint Handling Code Self-assessment 2025/26.

The Complaints Handling Code Self-Assessment and the Complaints Performance and Service Improvement Report are completed annually and published on our website. These are shared alongside the Accommodation Complaints Policy, the Governing Body's response, and our Tenant Satisfaction Measures (TSMs).

In 2024, we undertook a comprehensive review and update of our Complaints Policy to ensure full compliance with the revised Housing Ombudsman's Complaint Handling Code, which came into effect on 1 April 2024. Staff received targeted training to familiarise them with the new Code, and resident feedback was actively sought through a consultation process. A full policy review is scheduled for 2026.

We have completed our 2024–25 self-assessment against the Housing Ombudsman's Code and finalised the annual Complaints Performance and Service Improvement Report.

Our complaints process follows a two-stage model:

- Stage One: All front-line staff are empowered to act as Complaint Officers.
- Stage Two: Accommodation Managers assume responsibility, enabling timely resolution without the need for external escalation.

Complaints are monitored and reviewed quarterly by the QAC Committee. All complaints are logged in our internal housing database and are reviewed monthly at project-level resident meetings and at the Quarterly Managers' Meetings.

To ensure continuous service improvement and to amplify the voices of our residents, we support our staff to:

- Apply co-production principles when engaging with residents and developing service approaches.
- Promote collective responsibility and a culture of continuous improvement.
- Adopt a trauma-informed approach in all interactions.
- Complete training in equality, diversity, and inclusion.
- Implement our Behaviour Policy, which outlines expectations and consequences for unacceptable behaviour.

- Utilise our Reasonable Adjustment Policy to ensure accessibility and fairness.
- Actively seek feedback from colleagues and residents.

The YMCA Trinity Trustees on the QAC Committee have formally endorsed the self-assessment and are confident in our compliance with the Code as of 1 April 2024.

We value the annual self-assessment process as a key opportunity for reflection, learning, and service enhancement. Our commitment remains to resolve issues at the earliest opportunity, working collaboratively with residents to achieve satisfactory outcomes.