

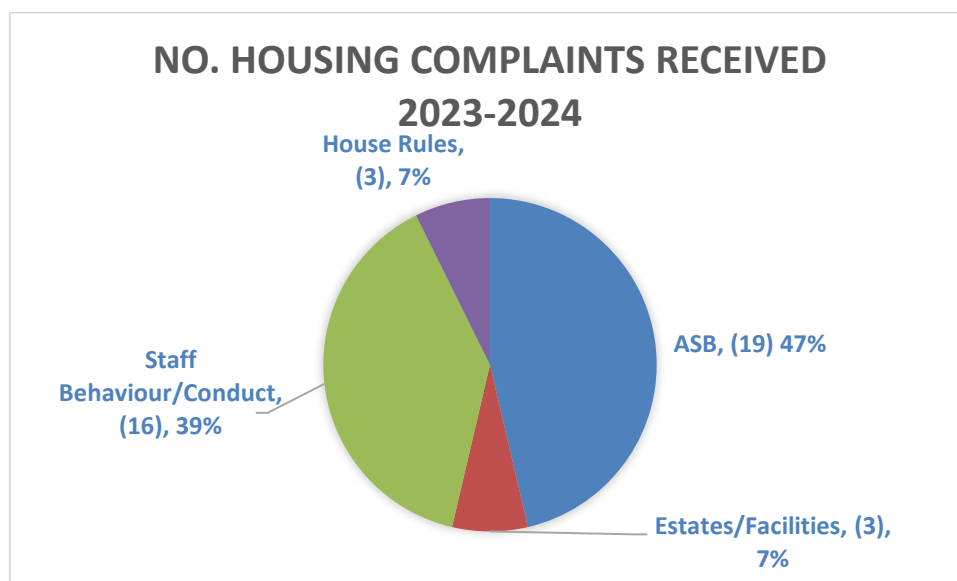
Annual Complaints Performance and Service Improvement Report for the period April 2023 – March 2024

Review of annual self-assessment against the Housing Ombudsman Complaints Code to ensure in line with its requirements.

Self-assessment is available on our website – www.ymca-dg.org under Compliments, Comments or Complaints section.

A qualitative and quantitative analysis of the landlord's complaint handling performance. This must also include a summary of the types of complaints the landlord has refused to accept.

During 2023-2024 we received 41 housing complaints. Of these complaints 18 were upheld, 14 were partially upheld and 9 were not upheld. No appeals against decisions were received.



Breakdown of outcomes against complaint type for the year:

Complaint Type	Outcome		
	Upheld	Partially Upheld	Not Upheld
ASB	13	5	1
Estates & Facilities	1	0	2
Staff Conduct	4	9	3
House Rules	0	0	3

We have refused no complaints during the period.

Any findings of non-compliance with this Code by the Ombudsman;

There have been no findings of non-compliance.

The service improvements made as a result of learning from complaints;

- To make the complaints information more readily available on our website and communicated more widely to our residents.
- We have reviewed where and how complaints correspondence is recorded and we will be moving to a new system (Inform) in 24/25.

Any annual report about the landlord's performance from the Ombudsman:

There have been no annual reports received about our performance from the Ombudsman.

Any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord:

There have been no reports or publications produced by the Ombudsman in relation to the work of YMCA Dulverton Group.

Review and response by Member Responsible for Complaints (MRC):

On behalf of our Board, I have reviewed our self-assessment against the Housing Ombudsman Complaint Handling Code. I believe this is a true reflection of YMCA Dulverton Group's (Bridgwater Young Men's Christian Association) approach to complaint handling in line with the code. We have also updated our complaints policy and procedure to provide clearer guidance on how to raise a complaint and how these are responded to.

We are now clearer on the distinction between a service request or a complaint and Board members are advised of complaint instances on a regular basis, which includes the outcome status of these. As a Board we feel assured that regardless of the feedback received all is reviewed, investigated and responded to in a timely and appropriate manner.

Going forward we will continue to monitor and review complaints and outcomes to improve service provision for our residents. We will continue to improve our communication with residents on how to raise any concerns and link with our Resident Panels to discuss areas that are of greatest concern to them to facilitate resolutions as much as is reasonably practicable.

We will also continue to ensure our staff are supported in how to manage complaints, that we learn from these and embrace a positive attitude to feedback received.

We will also be implementing over the coming 12 months a staff training programme on dealing with complaints in order to ensure we develop our understanding of, and approach to, complaint handling.