

Annual Complaints Performance and Service Improvement Report

2025-2026

Prepared in accordance with the Housing Ombudsman Complaint Handling Code

Introduction

YMCA Dulverton Group is committed to delivering high-quality housing services and ensuring that customers can raise concerns in a fair, accessible and transparent manner. Effective complaint handling is an essential element of service delivery, providing valuable insight into customer experience, organisational performance and opportunities for improvement.

This report provides an overview of complaint handling performance for the period 1 April 2025 to 31 March 2026 and has been prepared in accordance with the Housing Ombudsman Complaint Handling Code. It incorporates the annual self-assessment against the Code, analysis of complaint handling performance, service improvements resulting from complaint learning, and the review provided by the Member Responsible for Complaints (MRC).

The Board of Trustees recognises the importance of maintaining effective governance and oversight of complaint handling arrangements. Complaints provide an important source of assurance regarding service quality, customer experience and organisational effectiveness, whilst supporting continuous improvement and accountability across housing services.

Key Performance Summary 2025-2026

17 Complaints received under the Housing Ombudsman Complaint Handling Code	4 Upheld complaints	3 Partially upheld complaints
10 Not upheld complaints	0 Refused complaints during the reporting period	0 Ombudsman non- compliance findings identified for the period

Review of annual self-assessment against the Housing Ombudsman Complaint Handling Code

A copy of the completed self-assessment is available on the YMCA Dulverton Group website under the Compliments, Comments and Complaints section. The self-assessment confirms continued compliance with the Housing Ombudsman Complaint Handling Code and demonstrates the organisation's commitment to maintaining an accessible, fair and effective complaints process.

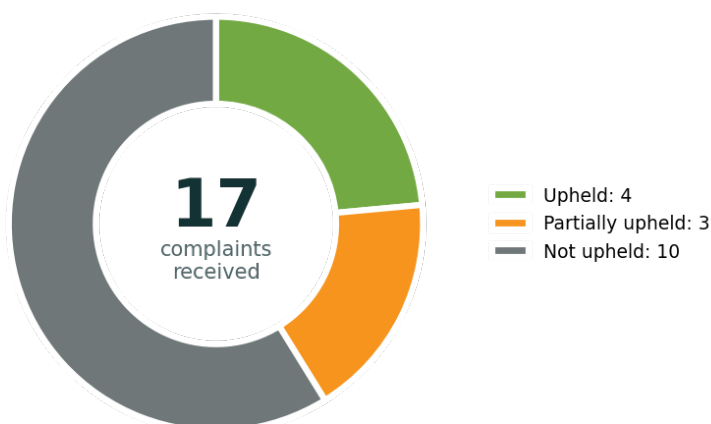
Qualitative and quantitative analysis of complaint handling performance

During 2025-2026, YMCA Dulverton Group received 17 housing complaints reportable under the Housing Ombudsman Complaint Handling Code. Complaint data continues to provide valuable insight into customer experiences and supports the identification of learning opportunities, service improvements and enhanced customer outcomes.

The complaints received covered a range of service areas, providing assurance that customers are able to raise concerns and have those concerns considered through an accessible and transparent process. Complaint themes have been reviewed to inform learning, strengthen operational practice and support continuous improvement across housing services.

Outcome summary

Complaint outcomes

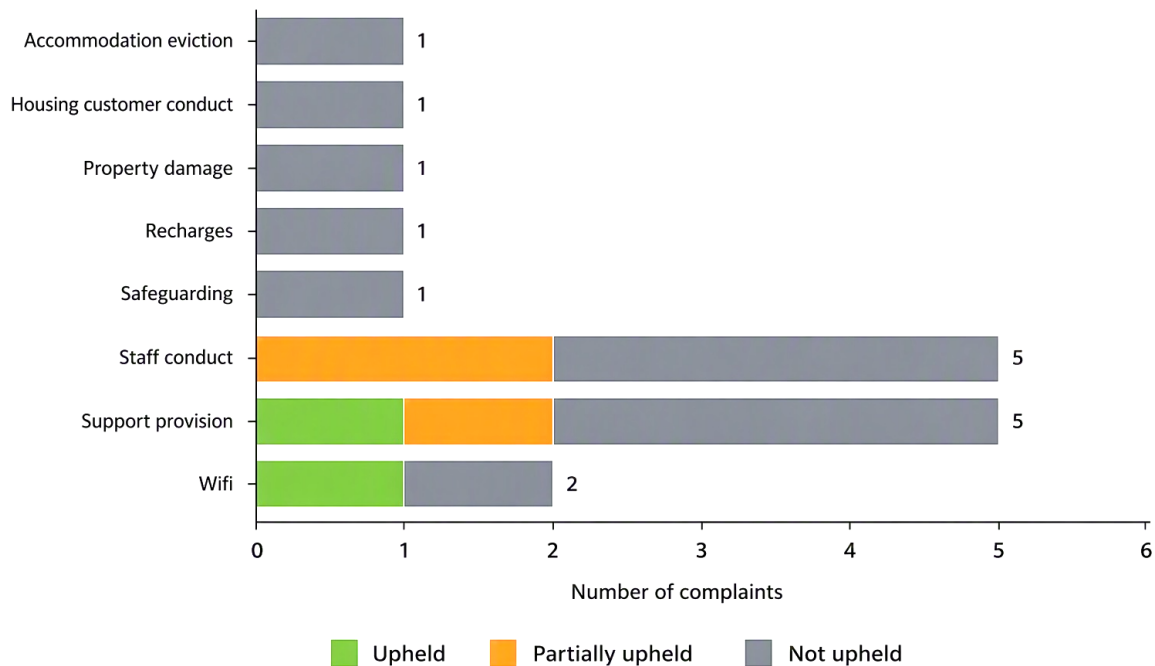


Key insights

- The majority of complaints were not upheld following investigation, demonstrating that complaints are subject to review and evidence-based decision-making.
- 41% of complaints resulted in either an upheld or partially upheld outcome, providing valuable opportunities for organisational learning and service improvement.
- Complaint outcomes continue to support governance oversight and continuous improvement across housing services.

Breakdown of outcomes against complaint type for the year

Complaint themes and outcomes



Key insights

- Complaints were received across a range of service areas, demonstrating that customers are able to access and use the complaints process.
- The highest levels of complaint activity related to staff conduct and support provision and have informed targeted service improvement actions.
- Complaint trends continue to be used to inform operational review, staff development and quality improvement activity.

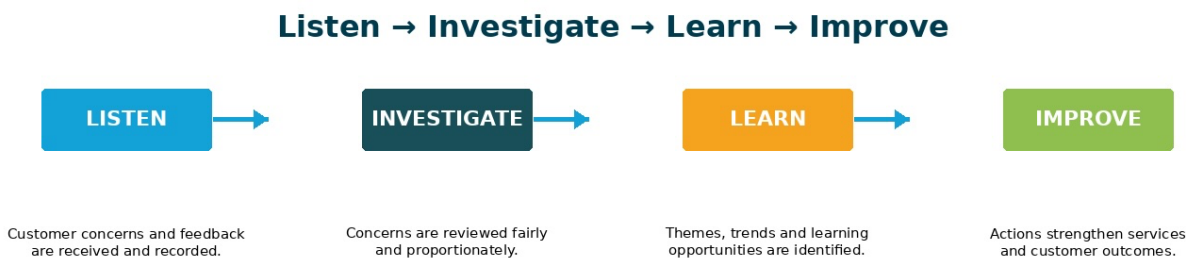
Any findings of non-compliance with the Code by the Ombudsman

✓ **No findings of non-compliance with the Housing Ombudsman Complaint Handling Code were identified during the reporting period.**

Service improvements made as a result of learning from complaints

Complaint learning remains an important source of organisational improvement and has informed the following actions during 2025-2026:

Learning and Improvement Cycle



Turning feedback into improvement: this continuous improvement cycle ensures that customer feedback directly informs service development, management oversight and governance assurance.

Improvement actions implemented during 2025-2026

Customer Communication	Continued emphasis on prompt acknowledgement and effective communication with customers.
Staff Development	Increased use of complaint themes to support supervision, reflective practice and staff development.
Complaint Recording	Ongoing review of complaint recording and reporting arrangements to strengthen consistency and oversight.
Management Oversight	Continued review of performance monitoring and governance reporting arrangements.
Accessibility and Transparency	Continued promotion of an accessible and transparent complaints process.

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

✓ **No annual report relating specifically to YMCA Dulverton Group's performance has been identified during the reporting period.**

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

✓ **No reports or publications produced by the Housing Ombudsman relating specifically to the work of YMCA Dulverton Group have been identified during the reporting period.**

Review and response by Member Responsible for Complaints (MRC)

As the Board of Trustees for YMCA Dulverton Group, acting collectively as the Member Responsible for Complaints, we have reviewed the annual complaint handling self-assessment together with complaint performance information for the period 1 April 2025 to 31 March 2026. We are satisfied that appropriate governance arrangements remain in place to ensure effective oversight, scrutiny and monitoring of complaint handling activity and that the principles and requirements of the Housing Ombudsman Complaint Handling Code remain embedded within organisational practice.

The Board recognises that effective complaint handling is a critical component of good governance, accountability and customer engagement. Complaints provide an important source of assurance regarding the quality, accessibility and effectiveness of services, whilst also offering valuable insight into customer experience and organisational performance. As such, complaint information forms an important part of the Board's assurance framework and contributes to the evaluation of service quality and organisational effectiveness.

In undertaking our review, we have considered complaint outcomes, thematic trends, learning identified during investigations and the actions taken in response. We are satisfied that complaints have been appropriately recorded, investigated and responded to in accordance with organisational procedures and that complaint learning has informed service improvements and strengthened operational practice where appropriate. We have also reviewed the effectiveness of reporting and monitoring arrangements and are assured that complaint handling performance receives appropriate management and governance oversight.

The Board welcomes the organisation's continued commitment to maintaining an open and accessible complaints process. We note positively that no complaints were refused during the reporting period and that there have been no findings of non-compliance with the Housing Ombudsman Complaint Handling Code. These outcomes provide assurance that complaint handling arrangements continue to operate in accordance with the principles of fairness, transparency and accessibility which underpin the Code.

We further note that learning identified through complaints has informed service improvement activity during the year, including improvements relating to communication practices, complaint recording arrangements, staff development and management oversight. The Board supports

this learning-focused approach and considers the effective use of complaint intelligence to be fundamental to continuous improvement and high-quality service delivery.

The Board is committed to ensuring that residents' voices continue to inform service development and decision-making. We expect complaint information to remain a key source of organisational learning and assurance and will continue to monitor complaint performance, emerging themes and improvement actions through established governance arrangements. This will help ensure that services remain responsive to customer needs and expectations and that lessons learned are translated into tangible service improvements.

Looking forward, the Board will continue to seek assurance that complaint handling arrangements remain effective, customer-focused and compliant with regulatory expectations. We remain committed to fostering a culture of openness, accountability and continuous improvement, ensuring that complaints continue to be used as a valuable mechanism for strengthening services, improving customer outcomes and supporting organisational excellence.

Board of Trustees
Member Responsible for Complaints
YMCA Dulverton Group

Date Approved: 27th August 2026

Conclusion

Overall, the 2025-2026 review demonstrates that YMCA Dulverton Group continues to maintain a complaint handling framework that is accessible, transparent and aligned with the expectations of the Housing Ombudsman Complaint Handling Code. Complaints are appropriately received, investigated and monitored, and learning arising from customer feedback is used constructively to inform service improvements and strengthen organisational practice. The Board has gained assurance that complaint handling arrangements remain effective and that governance oversight is supported by regular monitoring and a commitment to continuous improvement. YMCA Dulverton Group remains committed to listening to customers, learning from feedback and using complaints as a catalyst for service development, improved service quality and better outcomes for residents and service users.