

YMCA East Surrey Annual Complaints Performance and Service Improvement Report 2024-2025

Introduction

Housing Ombudsman Service requires landlords to produce an Annual Complaints Performance and Service Improvement Report.

This is our second year of compliance to provide insight around how we handle our complaints, the types of complaints we receive, plus the learning outcomes and actions we take.

To produce the content of this report, we have involved our residents by introducing a section in resident forums to not only take feedback, but to support us to ensure this report is accessible and easy to understand for our residents.

The timing of this annual submission to the Housing Ombudsman has been aligned with the Regulator of Social Housing's requirements for the submission of Tenant Satisfaction Measures (TSM) outcomes which we carried out in March 2025 and published in May 2025.

Requirements

In terms of our expectations, all landlords are required to complete the self-assessment, annual complaints handling and service improvement report, and for its governing body to scrutinise this and provide its response.

This Report includes:

- 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
- Any findings of non-compliance with the Code by the Ombudsman
- The service improvements made as a result of the learning from complaints
- Its actions following any annual report about the landlord's performance from the Ombudsman
- Its actions following any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.

Steps carried out

1. Completed this annual *Complaints Performance and Service Improvement Report*
2. Ensured compliance with our *Complaints Policy* in line with the *Housing Ombudsman Complaints Handling Code*. The code can be found here: [Complaint Handling Code 2024 | Housing Ombudsman Service \(housing-ombudsman.org.uk\)](https://www.housingombudsman.org.uk/complaint-handling-code-2024)

3. Completed the *Self-Assessment Form*. The template and additional guidance can be found via the following link: [Self-assessment webinars | Housing Ombudsman Service \(housing-ombudsman.org.uk\)](https://housing-ombudsman.org.uk).
4. Provided a *Governing Body Response* to the report. This came from Paul Byrne, who sits on the Board of Trustees and the assigned Member Responsible for Complaints (MRC)
5. Uploaded all five documents to our website. The link to our website can be found here: [Home - YMCA East Surrey](#)
6. Completion of the electronic submission form using the following link: [Complaint Handling Code Annual Submissions Form](#)

Annual Self-Assessment

We have completed a self-assessment which demonstrates our complaint handling service and how it complies with the provisions of the Complaint Handling Code. In addition, the self-assessment supports and informs our residents about our service provision.

The self-assessment form was completed by the complaints officer and was reviewed and approved by the YMCA East Surrey governing body. In this case it was our Finance and Resource Committee.

Once approved, we publish the self-assessment on our website as part of the annual complaints performance and service improvement report.

The *Governing Body Response* to the report is published alongside the self-assessment.

We completed the self-assessment in full and in support with statements of evidence, with additional commentary as necessary.

The new Complaints Handling Code came into effect April 2024 and can be viewed on our website. [Home - YMCA East Surrey](#)

The self-assessment was reviewed with the support of our Trustees, CEO, Central Services, and support from residents via our feedback mechanisms that include resident forums, resident representatives, support meetings, feedback forms, and the feedback post-box.

Complaints Handling Performance 2024-2025

We received 15 complaints over the last 12 months. However, all were resolved at Stage 1, with no Stage 2 escalations.

100% of complaints were acknowledged, investigated, and responded to within policy timescales. 14 were upheld and resolved, with 1 resulting as unfounded and closed.

We had 4 complaints of poor quality service related to maintenance and repairs. 6 complaints of late night noise nuisance by residents in our rear garden that backs onto residential flats. The remaining 5 resolved complaints were around staff behaviour and resident support.

All complaints raised directly with YMCA East Surrey have been accepted during the reporting period.

Housing Ombudsman Service

During the last 12 months, the Housing Ombudsman did not issue YMCA East Surrey with any non-compliance findings with the code.

The Housing Ombudsman has not produced an annual report on YMCA East Surrey performance.

No further reports or publications were produced by the Housing Ombudsman in relation to YMCA East Surrey

Service Improvements and Learnings

Complaints are an opportunity to learn and improve our services. As part of our commitment to continual improvement, we introduced a 'Learning from Feedback' Forum to provide a platform to learn, progress, and regularly discuss feedback. We are able to track complaints learning and action using internal tracker tools and report back to this forum.

Following a Tenant Satisfaction Measures (TSM's) survey conducted in March 2025, we received a high overall satisfaction score of 82.8%, with residents stating the help and support from staff as the reason most often mentioned for satisfaction. However, we strive for continuous improvement, so focus areas have been identified for improvement in order to provide better security of the property, maintenance, and improved Wi-Fi. Other areas of focus are repairs of resident rooms and communal areas, especially timeliness and making residents feel repairs are a priority, and improved communication around repairs.

Furthermore, how residents can raise a complaint needs to be communicated and advertised better.

Action plan

1. Introduction of a new repairs reporting platform by May 2025, for improved reporting of repairs for resident rooms and communal areas. An online multi-purpose IT platform called 'Log-It' has been identified as it will improve accessibility, timeliness and make residents, staff and services users feel repairs are a priority. The platform will provide the ability to record repairs, learnings and actions. Using the tracker tools, we will be able to report back to residents, staff and other service users via meetings and forums.
2. Introduction of a new complaints reporting platform by June 2025, for improved reporting of complaints for residents, service users and

customers. As above, an online multi-purpose IT platform called 'Log-It' has been identified as it will improve accessibility, timeliness and make residents, customers and service users feel that complaints are a priority. The platform will provide the ability to record complaints, learnings and actions. Using the tracker tools we will be able to report back to residents, customers and other service users via appropriate channels.

3. Introduction of a bar code to report repairs via the new 'Log-It' platform by August 2025. Posters with a bar code to scan for residents, staff, service users and customers to ensure we are transparent and customer-focused.
4. Introduction of a bar code to report complaints via the new 'Log-It' platform by August 2025. As above, posters with a bar code to scan for residents, service users and customers to ensure we are transparent and customer focused.
5. Improved safety and security of our properties by conducting a full safety and security review in conjunction with the Facilities Manager by Sept 2025, including improved maintenance and Wi-Fi throughout all buildings.
6. Improve staff training and offer of qualifications in key areas of resident support to ensure staff have complete training packages in all vital areas of residents support, taking a trauma-informed approach.

Board Response

Board Member and Trustee Chair responsible for Complaints, Paul Byrne, has overseen this report and will share it with the board at the next Finance and General Purpose meeting. The response to this report is as follows;

"As the Board of Trustees' Chair Person, I am satisfied that the approach to complaint handling by the organisation remains a high priority and that we are compliant with the Complaint Handling Code, evidenced in the self-assessment and Complaints Performance and Service Improvement Report.

During the coming months, we expect to see an enhanced focus on service improvement and learning outcomes from complaints to ensure YMCA East Surrey can continue to demonstrate their commitment to residents.

The Board wishes to extend their thanks to the residents who provided feedback and engaged in not only completing the Tenant Satisfaction Measures (TSM's) survey, but also the self-assessment and complaints performance and service improvement report.