

YMCA Derbyshire Annual Complaints Report

At YMCA Derbyshire, we strive to be as open and transparent as possible about the complaints we receive about our services. We also aspire to be a learning organisation and take every complaint as an opportunity to grow and evolve our business to meet the needs of our clients, community members and partner agencies.

In this report, we will explore the volume of complaints received, any trends that occurred, how we learnt from these and how we rectified any mistakes identified.

Our Complaints Breakdown

The report dates between July 2023-June 2024. The table below represents the number of complaints for different areas of our organisation.

| DEPARTMENT | |
|------------|--------------------|
| HOUSING | LIFE LONG LEARNING |
| 17 | 1 |

Below is a graph showing a breakdown of the general subjects of the complaints. From left to right the categories are:

Staff

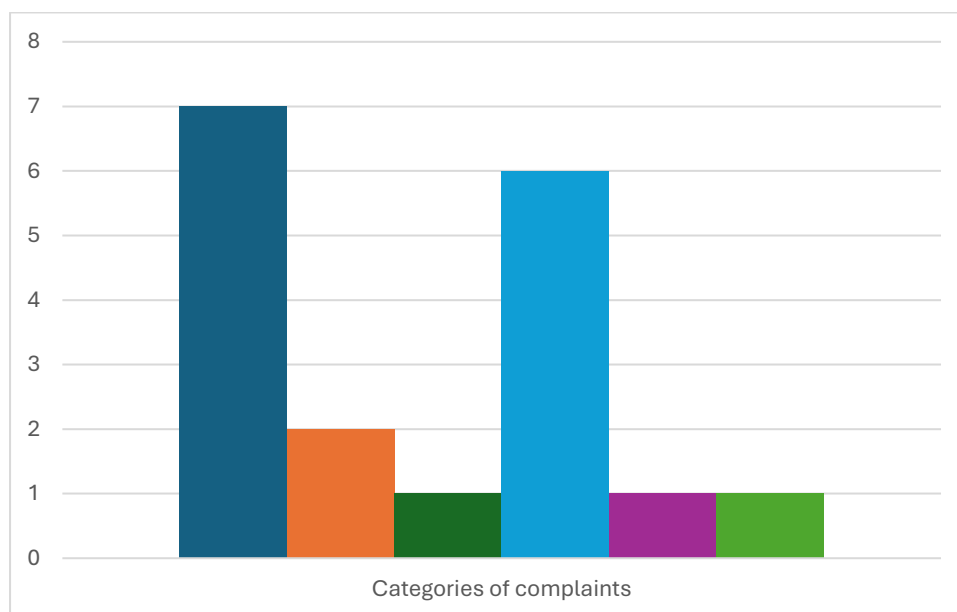
ASB

Course options at college

Refused for consideration

Delays in service

Belongings



The highest number of complaints received is with regards to staff members. Each complaint is taken into account on a case-by-case basis and investigated by the relevant service manager. When a pattern has emerged with regards to behavioural complaints, these have been escalated to ensure our values are being represented across our organisation.

Analysis of data

5.5% of complaints were escalated to Stage 2 of our complaints handling procedure. The reason was:

- 1 person escalated their complaint to Stage 2, upon dissatisfaction at this response as well they were encouraged to contact the Housing Ombudsman. They chose not to escalate this further.

33.3% of complaints were refused for consideration. The reasons were varied and include:

- 2 were residents making complaints about each other and not the YMCA services
- 1 was a community member requesting information about residents when they are not registered as next of kin. They were encouraged to get registered as the next of kin so we could respond in full but chose not to go further.
- 3 were incidents that had not been witnessed by the complainants and were already under investigation elsewhere.

41.7% of complaints were not upheld. The reasons were varied and include:

- 5 had described an incident which did not prove accurate when rewatching our CCTV records.
- 1 was provided with evidence that we had followed procedures correctly in a case relating to disposal of belongings in line with our Resident Welfare and Behaviour Policy.
- 1 had accused a staff member of theft, after we could find no evidence of this, the complainant escalated this to Stage 2 and it was found that the investigation in Stage 1 was accurate and no evidence could be found.
- 1 was provided with information around the support we provide in Key College.

100% of complaints were in line with the Housing Ombudsman code.

88.8% of complainants had known vulnerabilities. None required adjustments under the Equality Act 2010.

Housing Ombudsman Decisions

In August 2023 a final decision was made on a complaint dating back to April 2022. The Housing Ombudsman found there were 2 counts of maladministration. These related to an eviction and handling of a complaint on the same matter. YMCA Derbyshire were advised to pay £550 compensation in total and to review their complaints policy and eviction procedures training with staff. The advice was accepted, compensation paid to the complainant and organisational policies and procedures were updated.

Learning and Improvements to our services

- A review was undertaken of our complaints policy and updated in November 2023 to be in line with the Housing Ombudsman Final Code. This is accessible through our website.
- Highlighting our responsibilities under the Housing Ombudsman and showing our clients, community members and partner agencies how to contact them and find out more information.
- Changing of our 3-stage handling of complaints system, down to a 2-stage system, giving complainants the opportunity to involve the Housing Ombudsman quicker and easier.
- Staff trained around eviction procedures and updating licence agreements.
- Staff trained on how to use the telephone equipment and procedures on placing people on hold to ensure no chance of breach in confidentiality.
- Staff trained further on DEI policies.
- Improvements to our community café.
- Staff trained on 'alerts' on our recording system for residents.
- Implementation of a new systems to track and log property management issues.
- Staff trained on the latest complaints procedures.

Our Governing Body's Response To Report

As Housing is our core delivery it is to be expected that is where the majority of complaints would be generated from. This is reflected in the numbers although there were only 18 in total.

Our new 2 stage complaints procedure simplifies the process and the majority of the complaints were dealt with at Stage 1. Only 1 progressed to Stage 2 but that was not upheld. 75% of the complaints were either refused for consideration or were not upheld demonstrating that effective procedures are in place protecting both staff and our service users.

We have learnt from the 1 complaint that was upheld by the Housing Ombudsman in 2023 as it did show weaknesses in our processes and changes have been introduced to prevent a repeat of those circumstances. We have also invested in more staff training to further strengthen our processes.