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 June 2024-May 2025. The table below represents the number of complaints for different areas of our organisation.

|  |  |
| --- | --- |
| DEPARTMENT | |
| HOUSING | LIFE LONG LEARNING |
| 32 | 2 |

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

* *Staff*
* *Service Users - noise*
* *Service Requests*
* *Refused for consideration (RFC)*
* *Maintenance*
* *Food/Catering*

We can see from the above figures that the number of complaints has doubled from last year. This is a positive thing for our organisation as it means we have made it easier for people to get in touch and express their concerns to us and have made the information accessible to more of our complainants. It also means it gives us more of an insight into particular areas that are repeatedly complained about where we can focus on improving our service.

The highest number of complaints received is with regards to staff members. Each complaint is considered 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.

**Service Requests**

We received 3 service requests during this time period relating to switching key workers due to personality clashes, request for staff to not undertake room searches when suspected substances misuse is happening and request to not be reported missing to police when absent from the building for a few days and not answering phone calls. The request to change workers was accepted as we want to ensure our residents receive the best support and feel comfortable with their worker. The other requests were declined as they are best practice for safeguarding all residents and staff.

**Analysis of data**

*0% of complaints were escalated to Stage 2 of our complaints handling procedure.*

*2.9% of complaints were refused for consideration (1). The reasons was:*

* Complainant was a resident and put in a complaint about not liking another resident, it did not involve YMCA Derbyshire. They were instead offered to do a mediation to discuss their issues together.

*61.76% of complaints were not upheld (21). The reasons were varied and include:*

* No evidence of ASB was found after monitoring
* Witness statements do not align with complaint about staff
* Complainant withdrew complaint after thinking further on a situation
* No evidence of staff wrongdoing, processes correctly followed
* No further information provided on missing items, despite multiple phone calls and emails sent to complainant, welcomed to reopen another complaint if they come back to us with the requested information.
* Complainant admitted that staff had not done anything wrong and had just been anxious they may receive a warning so pre-emptively submitted a complaint.

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

*79.41% of complainants had known vulnerabilities (27), 27 had ‘experience of homelessness’ and 9 were ‘living with disability’. None required adjustments under the Equality Act 2010.*

**Housing Ombudsman Complaints**

There were no complaints escalated to the Housing Ombudsman this year.

**Learning and Improvements to our services**

* Having a familiar presence such as the housing navigator when having conversations on confusing areas such as rent may be beneficial as it can ease the resident and make them feel less overwhelmed.
* We should not isolate one resident within a group when asking for noise to be kept to a minimum during the night.
* Being cautious of the language we use is important when our residents may be struggling with their mental health.
* More careful consideration towards who we are placing in offsite properties and a more robust allocations assessment to be undertaken.
* For maintenance requests to be escalated to senior management if not resolved within specified time frames.
* Review the use of guest bans and upon the last week, assess as to whether this needs to be renewed.
* Staff are to take into consideration how conditions such as Tourette’s may impact how a resident behaves in public areas. Further training to be built and delivered to the wider team on this condition and how we can best support our residents with it.
* Staff to be mindful of where they are conducting bag searches and only do so in private areas away from other residents.
* Building works being undertaken to improve pest control on our Campus.

**Our Governing Body’s Response To Report**

As housing is the core of our service it can be expected that this is where we will receive the majority of complaints.

Although the number of complaints have increased from last year it demonstrates that we have an accessible system and residents are comfortable to raise a complaint. Our procedure is demonstrated to be robust as the investigations undertaken determined the majority of complaints were not upheld. Any that were progressed were resolved at Stage 1 and did not escalate to Stage 2 with no complaints going to the Ombudsmen. This is positive and shows we are working effectively with our handling of complaints but still taking into consideration the issues raised and identifying alternative ways to help resolve them.

We have still identified areas of improvement and these will be implemented to ensure we continue to have a system that provides confidence in a fair system for our colleagues, residents and clients.