



Here for young people  
Here for communities  
Here for you

# Annual Complaints Performance Report

February 2026

## Everyone should have a fair chance to discover who they are and what they can become.

|                  |                                |
|------------------|--------------------------------|
| EFFECTIVE FROM   | 27 <sup>th</sup> February 2026 |
| REVIEW FREQUENCY | ANNUALLY                       |
| RATIFIED ON      | 25 <sup>th</sup> February 2026 |
| AUTHOR           | Syrie Cox                      |
| POLICY OWNER     | Complaints Officer             |

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## 1. Introduction

Trustees ratified version 2 of the Southend YMCA Complaints Policy on 18.11.2025, confirming that it is fully compliant with the **Housing Ombudsman's Complaint Handling Code**. Trustees noted that the Ombudsman had updated the Code; therefore, the Policy was revised to reflect the latest requirements.

## 2. Qualitative and Quantitative Analysis of SYMCA's Complaint-Handling Performance

The following analysis summarises the number and nature of complaints received under the Ombudsman's Complaints Policy during the reporting period:

- Sixteen Stage 1 complaints were received.
- One complaint was reclassified as a Service Request, resulting in a total of fifteen complaints.
- No complaints were escalated to Stage 2.
- No complaints were refused.
- Five residents (from a cohort of 35) made two complaints each; however, these did not relate to repeat incidents over time or involve connected persons.

Complaint themes and numbers of complaints against each were categorised as follows:

- Odour: 4
- Noise: 5
- Interpersonal relationships: 5
- Service providers: 1

### 3. Qualitative Analysis

A thematic review of complaints provides the following insights:

- i. Interpersonal Relationships - We provide transitional supported housing for young people who are learning to live alongside one another within a single building. Support sessions often focus on communication skills, conflict resolution and assertiveness. This context helps explain the nature and volume of interpersonal-relationship-based complaints received, all of which were lower-level. Notably, *none* were categorised as antisocial behaviour (ASB).
- ii. Odour - These complaints were not upheld and remained unsubstantiated.
- iii. Noise - Southend YMCA's house rules clearly address expectations around noise. Complaints received tended to be minor, one-off incidents that young people generally acknowledged and apologised for. There has been no Environmental Health involvement. With 35 young adults living under one roof, a minor level of noise is expected as residents exercise freedoms, learn moderation, negotiate boundaries and adapt to others' varying thresholds and lived experiences. We continue to prioritise maintaining a calm environment.
- iv. External Service Providers - One complaint related to an external service provider and was passed directly to that provider for resolution. No further concerns have been raised.

#### 4. Other Data Considered

A range of additional feedback mechanisms were considered, including:

- Monthly residents' meetings
- Annual residents' survey
- Feedback box and informal feedback routes
- The number and nature of individuals contributing to feedback processes

Monthly residents' meetings act as a structured focus group, enabling extraction of relevant themes and insights. Examples of change include:

- i. Complaints and Service Requests - Staff facilitated discussions about policy changes and used complaint examples to illustrate how feedback informs improvements. This led to wider discussion about the building's continuous improvement and minor works managed through maintenance processes.
- ii. Thematic Learning Loop - A circulatory process ensures any learning from complaints is reviewed across the service to identify whether wider concerns exist. No such broader issues emerged during this cycle.
- iii. Positive Feedback - The forum also provides regular opportunities for young people to offer praise and recognise improvements to the service.

## 5. Complaint-Handling Performance

Staff currently operate a paper-based system while we work towards integrating the process into our bespoke MIS.

5a. What's working well to reduce complaints and their severity:

- Early resolution at the first opportunity.
- A robust Visitors Policy: our no-visitors rule helps maintain building safety and reduces potential incidents which may trigger complaints
- Strong Referral and Assessment Policy: this includes risk mitigation and resident-matching processes, significantly reducing the potential for interpersonal conflict and ASB.
- Timely resolution of complaints by Housing and Facilities team

5b. Compliance with the Code

Our landlord policy is fully compliant with the Housing Ombudsman's Complaint Handling Code. The revised policy was ratified in December 2024, and—following whole-team training—the new process went live in February 2025. We operated under the new policy for part of the year; therefore, our previous policy could not meet all updated definitions and requirements, although there was considerable overlap in approach.

5c. Service Improvements Resulting from Complaints (Mandatory Requirement)

In accordance with the Complaint Handling Code's emphasis on using complaints to drive learning and service improvement, Southend YMCA has implemented the following improvements:

- Upheld clear communication scripts for staff when receiving complaints, ensuring consistency and accessibility
- Reviewed internal categorisation of service requests vs complaints to ensure clarity for residents
- Incorporated examples from recent complaints into support-session content as appropriate helping residents develop enhanced emotional regulation, communication skills and boundary-setting.
- Strengthened cross-team information-sharing on low-level interpersonal themes to pre-empt recurrence.

#### 5d. Accessibility and Resident Engagement in the Complaints Process

Residents are informed of the complaint's procedure during induction via communal noticeboards and online.

Staff offer one-to-one support to assist young people in making complaints if required, additional support for those with communication needs can be provided but has not been needed.

A QR-code-enabled feedback system is being piloted to increase ease of access.

Residents contributed to discussions on improving noise-management and communal-area expectations through the monthly residents' meeting.

## **6. Compliance with the Code**

Our landlord policy is fully compliant with the Housing Ombudsman's Complaint Handling Code. The first policy was ratified in December 2024, and—following whole-team training—the new process went live in February 2025. We operated under the new policy for part of the year; therefore, our previous policy could not meet all updated definitions and requirements, although there was

### 6a. Findings of Non-Compliance by the Housing Ombudsman

Southend YMCA received:

- **No findings of non-compliance**
- **No Complaint Handling Failure Orders (CHFOS)**
- **No findings of maladministration relating to complaint handling**

during the reporting period.

6b. Housing Ombudsman Annual Landlord Performance Data (Statutory Requirement)

The Housing Ombudsman's Annual Landlord Performance Reports for 2024–25 contain headline indicators for all member landlords.

During this reporting period:

- Southend YMCA received **no Ombudsman investigations** into complaint handling.
- No determinations, orders, or recommendations were issued.
- No themes or concerns were noted in our landlord profile.

We continue to monitor sector-wide insights published by the Ombudsman to improve our learning culture.

Southend YMCA

**For more information, please  
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**Here for young people  
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YMCA enables people to develop their full potential in mind, body and spirit. Inspired by, and faithful to, our Christian values, we create supportive, inclusive and energising communities, where young people can truly belong, contribute and thrive.

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HEALTH & WELLBEING

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