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Self Assessment Form

February 2025

SERVICE PROVISION	The Assessment applies to all services
REVIEW FREQUENCY	Annually
DATE OF LAST REVIEW	21 ST February 2025
EFFECTIVE FROM	24 st February 2025
AUTHOR AND DATE OF ORIGINATION	Please refer to Policy Index
POLICY OWNER	Complaints Officer

Self-assessment form

This self-assessment form has been completed by the Complaints Officer and has been reviewed and approved by the Landlord's governing body (the Board of Trustees) on 03.12.2024. The self-assessment is published as part of our annual complaint's performance and service improvement report alongside the Board's response to this. The Board asks the reader to note that:

- Our operating and financial year runs from the 1st September to 31st August (academic year).
- The 'Complaints Handling Code' was published on 08 February 2024 with an applicable date of 01 April 2024.
- This means that 7 months of the year operated under a different Complaints Policy and under arrangements which precede the code and its provisions. This was unavoidable and attributable to transition. This short timescale has affected compliance.
- For registered providers operating on a tax year 1st April to 31st March
 - they may be able to gather a whole year of compliant data to return and by our estimation are not required to make a return until 12 weeks after their year-end this means 23rd June 2025.

Section 1: Definition of a complaint

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
1.2	A complaint must be defined as: <i>'an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.'</i>	Yes	This clause is contained in our updated Complaints Policy. Ratified on 03.12.2024	Prior to this, the definitions of complaints contained in the previous policy had synergy with the Ombudsman's provisions such that a distinction was made between service requests complaints and their interrelationship with learning informing Business

				plans and Fundraising plans to secure the resources to deliver change.
1.3	A resident does not have to use the word 'complaint' for it to be treated as such. Whenever a resident expresses dissatisfaction landlord must give them the choice to make complaint. A complaint that is submitted via a third party or representative must be handled in line with the landlord's complaints policy.	Yes	This clause is contained in our updated Complaints Policy. Ratified on 03.12.2024	Prior to this, empowering complaints was a central feature of our Policy (and had synergy with the Ombudsman's provisions
1.4	Landlords must recognise the difference between a service request and a complaint. This must be set out in their complaints policy. A service request is a request from a resident to the landlord requiring action to be taken to put something right. Service requests are not complaints, but must be recorded, monitored and reviewed regularly.	Yes	This clause is contained in our updated Complaints Policy however, all staff will require training to ensure full understanding and application of new requirements. Refer to our action plan	Prior to this, the definitions of complaints contained in the previous policy had synergy with the Ombudsman's provisions such that a distinction was made between service requests, complaints and their interrelationship with learning informing Business Plans and fundraising plans to secure the resources to deliver change.

<p>1.5</p>	<p>A complaint must be raised when the resident expresses dissatisfaction with the response to their service request, even if the handling of the service request remains ongoing. Landlords must not stop their efforts to address the service request if the resident complains.</p>	<p>Yes</p>	<p>This clause is contained in our updated Complaints Policy. Ratified on 03.12.2024</p>	<p>For the period 1 September 2023-31st August 2024 20 complaints were made however many were informal and/or service requests. Where a complaint concerned the housing team, these were passed to the Complaints Officer to investigate. Some service requests are moved forward through our maintenance programme and the results of our Tenant Satisfaction Survey (using TSM Measures) shows satisfaction with this process and complaints itself.</p>
<p>1.6</p>	<p>An expression of dissatisfaction with services made through a survey is not defined as a complaint, though wherever possible, the person completing the survey should be made aware of how they can pursue a complaint if they wish to. Where landlords ask for</p>	<p>Yes</p>	<p>This clause is contained in our updated Complaints Policy.</p>	<p>Residents are informed how to make a complaint through induction processes, correspondence, ad hoc written information, and support sessions. We conducted one TSM survey and are in the process of publishing these results externally (for transparency) and will discuss this through</p>

	wider feedback about their services, they also must provide details of how residents can complain.			resident meetings, planned throughout 2025.
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Section 2: Exclusions

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
2.1	Landlords must accept a complaint unless there is a valid reason not to do so. If landlords decide not to accept a complaint they must be able to evidence their reasoning. Each complaint must be considered on its own merits	Yes	This clause is contained in our updated Complaints Policy. Ratified on 03.12.2024	To the best of our knowledge, we have not declined to accept a complaint made by a service beneficiary.
2.2	A complaints policy must set out the circumstances in which a matter will not be considered as a complaint or escalated, and these circumstances must be fair and reasonable to residents. Acceptable exclusions include: <ul style="list-style-type: none"> The issue giving rise to the complaint occurred 	Yes	This clause is contained in our Complaints Policy. Ratified on 03.12.2024.	Under our previous complaints policy, no permissible circumstances to not consider a complaint arose during the year under consideration.

	<p>over twelve months ago.</p> <ul style="list-style-type: none"> • Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court. • Matters that have previously been considered under the complaints policy. 			
2.3	<p>Landlords must accept complaints referred to them within 12 months of the issue occurring or the resident becoming aware of the issue, unless they are excluded on other grounds. Landlords must consider whether to apply discretion to accept complaints made outside this time limit where there are good reasons to do so.</p>	Yes	<p>This clause is contained in our Complaints Policy. Ratified on 03.12.2024.</p>	<p>Our previous policy did not stipulate a time scale however, no complaints were raised outside of the period of twelve months.</p>
2.4	<p>If a landlord decides not to accept a complaint, an explanation must be provided to the resident setting out the reasons why the matter is not suitable for the complaints process</p>	Yes	<p>This clause is contained in our Complaints Policy. Ratified on 03.12.2024.</p>	<p>There have been no complaints that have not been accepted.</p> <p>Where third parties made service requests, (such as a parent of an adult where the adult has not provided consent</p>

	and the right to take that decision to the Ombudsman. If the Ombudsman does not agree that the exclusion has been fairly applied, the Ombudsman may tell the landlord to take on the complaint.			for us to share details of the service with them) such matters were not discussed and did not lead to a complaint, however, third parties were advised of the opportunity to complain.
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	This clause is contained in our Complaints Policy, along with the circumstances (shaped by the regulator) which are reasonable to exclude and operationally find and adjusted way of continuing to address complaints. Ratified on 03.12.2024.	Our previous policy set out similar circumstances such as threats to staff, vexatious complaints and/or where a complaint is submitted on numerous occasions concerning the same matters. Anonymous complaints are investigated as far as reasonably practicable. However, there were no anonymous complaints with in the last year.

Section 3: Accessibility and Awareness

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
3.1	Landlords must make it easy for residents to	Yes	This clause is contained in our Complaints Policy.	As a youth charity, furthering

	<p>complain by providing different channels through which they can make a complaint. Landlords must consider their duties under the Equality Act 2010 and anticipate the needs and reasonable adjustments of residents who may need to access the complaints process.</p>		<p>Ratified on 03.12.2024. We also have an equality policy</p>	<p>principles of youth empowerment through our landlord and other services, this is an area of strength for us, and was therefore a strong provision in our previous complaints policy, under which some of our activity was delivered.</p>
3.2	<p>Residents must be able to raise their complaints in any way and with any member of staff. All staff must be aware of the complaints process and be able to pass details of the complaint to the appropriate person within the landlord.</p>	Yes	<p>This clause is contained in our Complaints Policy. Ratified on 03.12.2024. Weekly housing team minutes covers ongoing scrutiny of complaints and service requests made by residents</p>	<p>Under our previous policy and in ongoing practice we have worked with residents to take their service requests to parliament to inform policy documents working with YMCA England, for example meeting with MP's and speaking to BBC news regarding the ongoing cost of living.</p>
3.3	<p>High volumes of complaints must not be seen as a</p>	Yes	<p>This clause is contained in our Complaints Policy.</p>	<p>In the year</p>

	negative, as they can be indicative of a well-publicised and accessible complaints process. Low complaint volumes are potentially a sign that residents are unable to complain.		Ratified on 03.12.2024.	under consideration (01.09.2023 – 31.08.2024) Housing received a much higher volume of service requests, which did not lead to complaints as explanation was provided of our intended actions and timescales.
3.4	Landlords must make their complaint policy available in a clear and accessible format for all residents. This will detail the two-stage process, what will happen at each stage, and the timeframes for responding. The policy must also be published on the landlord's website.	No	This clause is contained in our Complaints Policy. Ratified on 03.12.2024.	Our previous policy contained three stages where residents could express a concern or verbal complaint, and this led to prompt resolution because they were often making a service request. Due to this Policy having different stages and timescales it could not be compliant with the Code
3.5	The policy must explain how the landlord will publicise details of the complaints	Yes	This clause is contained in our Complaints Policy. Ratified on 03.12.2024.	In September 2024, we appointed a project manager/website

	policy, including information about the Ombudsman and this Code.			and social media lead. They have revised our website to include a performance section and a closed resident's portal to support the publicising of documents required by the Ombudsman and other relevant information. The timescales to make this post happen has resulted in some delay.
3.6	Landlords must give residents the opportunity to have a representative deal with their complaint on their behalf, and to be represented or accompanied at any meeting with the landlord.	Yes	This clause is contained in our Complaints Policy. Ratified on 03.12.2024.	Under our previous policy this principle was in place. Residents have exercised the opportunity for supportive representatives to be present in meeting with the landlord.
3.7	Landlords must provide residents with information on their right to access the Ombudsman service and how the individual can engage with the Ombudsman about their	Yes	This clause is contained in our Complaints Policy. Ratified on 03.12.2024.	Our previous policy was published on our website and signposted to the Ombudsman.

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Section 4: Complaint Handling Staff

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
4.1	Landlords must have a person or team assigned to take responsibility for complaint handling, including liaison with the Ombudsman and ensuring complaints are reported to the governing body (or equivalent). This Code will refer to that person or team as the 'complaints officer'. This role may be in addition to other duties.	Yes	This clause is contained in our Complaints Policy. Ratified on 03.12.2024.	Operationally a team has been in place under our previous policy roles and responsibilities aligned to the ombudsman including a designated trustee, a designated complaints officer and named staff albeit these roles were titled differently.
4.2	The complaints officer must have access to staff at all levels to facilitate the prompt resolution of complaints. They must also have the authority and autonomy to act to resolve disputes promptly and fairly.	Yes	This clause is contained in our Complaints Policy. Ratified on 03.12.2024.	This was in operation in our previous policy and operations. The CEO is responsible for Complaints
4.3	Landlords are expected to prioritise complaint		This clause is contained in our Complaints	Evidence of our learning culture and the ethos of

	<p>handling and a culture of learning from complaints. All relevant staff must be suitably trained in the importance of complaint handling. It is important that complaints are seen as a core service and must be resourced to handle complaints effectively</p>		<p>Policy. Ratified on 03.12.2024.</p>	<p>our team is demonstrated in our Investors in People Gold Award.</p>
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Section 5: The Complaint Handling Process

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
<p>5.1</p>	<p>Landlords must have a single policy in place for dealing with complaints covered by this Code. Residents must not be treated differently if they complain.</p>	<p>Yes</p>	<p>Our Complaints Policy is fully compliant with the numbered provisions in the complaints handling code and the headings and numbers cross reference for ease of review. Ratified on 03.12.2024.</p>	<p>Under our previous policy, this principle was in place. Residents at the YMCA are treated equally regardless of identified or unidentified difference and reasonable</p>
<p>5.2</p>	<p>The early and local resolution of issues between landlords and residents is key to effective complaint handling. It is not appropriate to</p>	<p>No</p>	<p>This clause is contained in our Complaints Policy. Ratified on 03.12.2024.</p>	<p>Under our previous policy, there was an informal stage, as many residents refused to make formal complaints</p>

	have extra named stages (such as 'stage 0' or 'informal complaint') as this causes unnecessary confusion.			or have them written down, despite support to do so. This did lead to swift resolution of minor issues; however, we recognise that this is no longer acceptable and have scored not compliant for this reason
5.3	A process with more than two stages is not acceptable under any circumstances as this will make the complaint process unduly long and delay access to the Ombudsman.	No	A 2 stage process is contained in our Complaints Policy. Ratified on 03.12.2024.	Under our previous policy, there were more stages so we have scored not compliant for the year under review
5.4	Where a landlord's complaint response is handled by a third party (e.g. a contractor or independent adjudicator) at any stage, it must form part of the two stage complaints process set out in this Code. Residents must not be expected to go through two complaints processes.	No	This clause is contained in our Complaints Policy. Ratified on 03.12.2024.	Under our previous policy, operationally this principle was in place. However as our previous policy had more than 2 stages we have scored not compliant for the period under review
5.5	Landlords are responsible for ensuring that any third parties handle complaints	No	This clause is contained in our Complaints Policy. Ratified on	In the future, we will expressly name third parties

	in line with the Code.		03.12.2024.	and strengthen third party arrangements concerning complaints, including training in line with Code.
5.6	When a complaint is logged at Stage 1 or escalated to Stage 2, landlords must set out their understanding of the complaint and the outcomes the resident is seeking. The Code will refer to this as "the complaint definition". If any aspect of the complaint is unclear, the resident must be asked for clarification.	No	This clause is contained in our Complaints Policy. Ratified on 03.12.2024.	Under our previous policy and complaints documentation there was a field to capture the nature of the complaint. This terminology can be replaced with will be "complaint definition" and will require support and explanation to residents. Nevertheless, it has been possible to categorise complaints as evidenced through our annual report. And in quarterly service reports for commissioners Perennial themes include electric costs and environmental performance of the building. Our board minutes fundraising strategy etc demonstrate ongoing actions to effect change as far as this is in our control.

5.7	When a complaint is acknowledged at either stage, landlords must be clear which aspects of the complaint they are, and are not, responsible for and clarify any areas where this is not clear.	Yes	This clause is contained in our Complaints Policy. Ratified on 03.12.2024. Complaints Form.	Under our previous policy the "housing complaints handler" met with residents to clarify the aspects of the complaint, supported by the complaints form.
5.8	At each stage of the complaints process, complaint handlers must: <ul style="list-style-type: none"> - deal with complaints on their merits, act independently, and have an open mind; - give the resident a fair chance to set out their position; - take measures to address any actual or perceived conflict of interest; and - consider all relevant information and evidence carefully. 	Yes	This clause is contained in our Complaints Policy. Ratified on 03.12.2024.	Principles A – D are upheld under our old Policy
5.9	Where a response to a complaint will fall outside the timescales set out in this Code, the landlord must agree with the resident suitable	No	This clause is contained in our Complaints Policy. Ratified on 03.12.2024.	Our previous policy had clear timescales to direct staff work in liaison with residents. However, these differed from the

	intervals for keeping them informed about their complaint.			specific timescales as set out in the code and so we have put not compliant
5.10	Landlords must make reasonable adjustments for residents where appropriate under the Equality Act 2010. Landlords must keep a record of any reasonable adjustments agreed, as well as a record of any disabilities a resident has disclosed. Any agreed reasonable adjustments must be kept under active review.	Yes	This clause is contained in our Complaints Policy. Ratified on 03.12.2024. Use of interpreter services Equality Policy	As an act of advocacy, we have used interpreter services to support the exploration of a service request involving third parties who have the duty and power to make these requests happen.
5.11	Landlords must not refuse to escalate a complaint through all stages of the complaints procedure unless it has valid reasons to do so. Landlords must clearly set out these reasons, and they must comply with the provisions set out in section 2 of this Code.		This clause is contained in our Complaints Policy. Ratified on 03.12.2024.	One service request/ complaint was escalated to the CEO under our old Policy.
5.12	A full record must be kept of the complaint, and the outcomes at each stage. This must include the original	No	This clause is contained in our Complaints Policy. Ratified on 03.12.2024.	Under our old policy our complaints form includes the date and nature of the complaint outcome

	complaint and the date received, all correspondence with the resident, correspondence with other parties, and any relevant supporting documentation such as reports or surveys.		We have commissioned a new Management Information System. This will include a complaint reporting framework and upload facility aligned to the full provisions in the Code.	letters held on residents' files. So, provisions synergise with the code but the new timescales /stages were not yet in force and so we have answered not compliant
5.13	Landlords must have processes in place to ensure a complaint can be remedied at any stage of its complaints process. Landlords must ensure appropriate remedies can be provided at any stage of the complaints process without the need for escalation.	Yes	This clause is contained in our Complaints Policy. Ratified on 03.12.2024.	Swift remedies have included compensation in the form of electricity or vouchers. It has also included mediation between residents. These provisions were permissible under our previous policy and a record of these will be made on our new Management Information System.
5.14	Landlords must have policies and procedures in place for managing unacceptable behaviour from residents and/or their representatives. Landlords must be able to evidence reasons for putting any restrictions in place and must	Yes	This clause is contained in our Complaints Policy. Ratified on 03.12.2024. Contracted Legal Services.	Our lawyer supports the stepped legal process to address any behaviours comprising anti-social behaviour in line with our anti-social behaviour policy. We operate House Rules and a Behaviour Policy

	keep restrictions under regular review.			
5.15	Any restrictions placed on contact due to unacceptable behaviour must be proportionate and demonstrate regard for the provisions of the Equality Act 2010.	Yes	This clause is contained in our Complaints Policy. Ratified on 03.12.2024.	Restrictions are only in place where the police and/or courts are involved. Otherwise we seek to find a way of safely hearing complaints.

Section 6: Complaints Stages

Stage 1

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.1	Landlords must have processes in place to consider which complaints can be responded to as early as possible, and which require further investigation. Landlords must consider factors such as the complexity of the complaint and whether the resident is vulnerable or at risk. Most stage 1 complaints can be resolved promptly, and an explanation, apology or	Yes	This clause is contained in our Complaints Policy. Ratified on 03.12.2024.	During the year under consideration complaint documentation and the team's reflection on learning indicate that complaints are resolved as early as possible

	resolution provided to the resident.			
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure <u>within five working days of the complaint being received.</u>	Yes	This clause/ new timescale are contained in our Complaints Policy. Ratified on 03.12.2024.	To date, complaints have been acknowledged verbally and or in writing logged within the timescales set out albeit under a different policy
6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.	No	These clause/ new timescales are contained in our Complaints Policy. Ratified on 03.12.2024.	Our previous policy worked to different timescales. An open narrative and written response was provided to residents. Moving forward a template response letter will ensure that all data fields as required by the ombudsman are covered off.
6.4	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident of the expected timescale for response. Any extension must be no more than 10 working days without good reason, and the reason(s) must be clearly explained to	No	This clause is contained in our Complaints Policy. Ratified on 03.12.2024.	The consideration of external parties has and is central to our complaints handling. Moving forward we will monitor the ten-day period and signpost the complainant to the ombudsman if this cannot be met, even if there are delays outside of our control such as access to the personnel of external agencies.

	the resident.			
6.5	When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman.	No	This clause is contained in our Complaints Policy. Ratified on 03.12.2024.	See Above.
6.6	A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident.	Yes	This clause is contained in our Complaints Policy. Ratified on 03.12.2024. Service Standards for Landlord Repairs How to Rent Guide Induction Pack EPC	This has always been our principle. We also observe that our young adult residents seek immediate response with regards to their complaints. However, we seek to develop our young adult residents in order for them, to have realistic understanding of timescales associated with capital works and repairs.
6.7	Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.	Yes	This clause is contained in our Complaints Policy. Ratified on 03.12.2024.	Clear reasons have always been given The law is referenced where legal services are involved and policies are cited as required.
6.8	Where residents raise additional	No	This clause is contained in	Complaint handlers take a holistic

	<p>complaints during the investigation, these must be incorporated into the stage 1 response if they are related and the stage 1 response has not been issued. Where the stage 1 response has been issued, the new issues are unrelated to the issues already being investigated or it would unreasonably delay the response, the new issues must be logged as a new complaint.</p>		<p>our Complaints Policy. Ratified on 03.12.2024.</p>	<p>approach to complaint interviewing due to the vulnerability of our residents. Where extra complaints fall out of this, they have been recorded and investigated alongside, to reduce the burden to young people. So, this principle was in place – however as we had different stages we have put not compliant for the year under review</p>
<p>6.9</p>	<p>Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language:</p> <ul style="list-style-type: none"> a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and 	<p>No</p>	<p>This clause is contained in our Complaints Policy. Ratified on 03.12.2024.</p>	<p>We are operationalising a new Management Information System. This to include the commissioning of complaints fields which correlate to the A-G points of 6.9. This will provide real transparency for the complaints team, and ensure compliance to the regulator. Up until now, we have used a manual system comprised of an excel spreadsheet and dedicated folders. Under our</p>

	g. details of how to escalate the matter to stage 2 if the individual is not satisfied with the response.			old policy we provided data against fields a-g so there was some synergy but not complete overlap hence no
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Stage 2

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.10	If all or part of the complaint is not resolved to the resident's satisfaction at stage 1, it must be progressed to stage 2 of the landlord's procedure. Stage 2 is the landlord's final response.	Yes	This clause is contained in our Complaints Policy. Ratified on 03.12.2024.	Our previous policy contained a formal Stage 2 procedure. In the year we had one Stage 2 complaint, and our policy which was available on our website points to the ombudsman.
6.11	Requests for stage 2 must be acknowledged, defined and logged at stage 2 of the complaint's procedure within five working days of the escalation request being received.	Yes	This clause is contained in our Complaints Policy. Ratified on 03.12.2024.	The same applies as at 6.2.
6.12	Residents must not be required to explain their reasons for requesting a stage 2 consideration. Landlords are expected to make reasonable efforts to understand why	Yes	This clause is contained in our Complaints Policy. Ratified on 03.12.2024.	When investigating a Stage 2 complaint, under the previous policy a resident, did not wish to meet the 'complaints officer', however,

	a resident remains unhappy as part of its stage 2 response.			representations made from a third party were considered, and a feedback meeting was declined by the resident.
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	This clause is contained in our Complaints Policy. Ratified on 03.12.2024.	The complaint we considered in year was managed by our complaints officer and not a complaints handler. So, our old Policy operationalised to the Code
6.14	Landlords must issue a final response to the stage 2 <u>within 20 working days</u> of the complaint being acknowledged.	No	This clause is contained in our Complaints Policy. Ratified on 03.12.2024.	These considerations are made. Albeit the timescales in our old policy which precedes the code were different
6.15	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident of the expected timescale for response. Any extension must be no more than 20 working days without good reason, and the reason(s) must be	No	This clause is contained in our Complaints Policy. Ratified on 03.12.2024.	These considerations are made. Albeit the timescales in our old policy which precedes the code were different

	clearly explained to the resident.			
6.16	When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman.	Yes	This clause is contained in our Complaints Policy. Ratified on 03.12.2024.	Residents were signposted under the old policy too
6.17	A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident.	Yes	This clause is contained in our Complaints Policy. Ratified on 03.12.2024.	This has always been our principle, given action time scales may fall outside the concise window of the complaint response. We also observe that our young adult residents seek immediate response with regards to their complaints. However, we seek to develop our young adult residents in order for them, for example, to have realistic understanding of timescales associated with capital works.
6.18	Landlords must address all points raised in the complaint definition and provide clear	Yes	This clause is contained in our Complaints Policy. Ratified on 03.12.2024.	Clear reasons are given. The law is referenced where legal services are involved and policies are cited as

	reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.			required.
6.19	<p>Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language:</p> <ul style="list-style-type: none"> a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied. 	No	This clause is contained in our Complaints Policy. Ratified on 03.12.2024.	<p>We are operationalising a new Management Information System. This to include the commissioning of complaints fields which correlate to the A-G points of 6.9. This will provide real transparency for the complaints team, and ensure compliance to the regulator. Up until now, we have used a manual system comprised of an excel spreadsheet and dedicated folders and covered off comparable fields. However, as our old policy which precedes the code has different stages we have marked no for the period under review.</p>
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed	Yes	This clause is contained in our Complaints Policy. Ratified on 03.12.2024.	This was our principle before with formal stage 2

	to issue such a response.			
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Section 7: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
7.1	<p>Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right. These can include:</p> <ul style="list-style-type: none"> Apologising; – Acknowledging where things have gone wrong; – Providing an explanation, assistance or reasons; – Taking action if there has been delay; – Reconsidering or changing a decision; – Amending a record or adding a correction or addendum; – Providing a financial remedy; – Changing policies, procedures or practices. 	Yes	<p>This clause is contained in our Complaints Policy. Ratified on 03.12.2024.</p>	<p>Our complaint handler’s response has included the measures types as detailed in 7.1 bullet points under our old policy</p>

<p>7.2</p>	<p>Any remedy offered must reflect the impact on the resident as a result of any fault identified.</p>	<p>Yes</p>	<p>This clause is contained in our Complaints Policy. Ratified on 03.12.2024. The following policies speak to the severity or types of impact. Serious Incident Policy Whistle Blowing Policy Safeguarding Policy Professional Indemnity Insurance Public Liability Insurance Cyber Insurance Data Breach Policy</p>	<p>In terms of impact, in the event of a serious complaint arising out of a serious incident, and causing damage insurances are in place. The board of trustees would also appoint external investigators. Comprehensive insurance provides cover.</p>
<p>7.3</p>	<p>The remedy offer must clearly set out what will happen and by when, in agreement with the resident where appropriate. Any remedy proposed must be followed through to completion.</p>	<p>Yes</p>	<p>This clause is contained in our Complaints Policy. Ratified on 03.12.2024.</p>	<p>Our pre-existing remedy offer feeds back to the resident, and sets out what will happen and when.</p>
<p>7.4</p>	<p>Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.</p>	<p>No</p>	<p>This clause is contained in our Complaints Policy. Ratified on 03.12.2024.</p>	<p>Our staff will be taking full account of the guidance, and implementing fully the provisions and practices of the Complaints Handling Code,</p>

				Our pre-existing practice is in the spirit of the complaints handling code with regards to remedies.
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Section 8: Putting Things Right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
8.1	Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include: <ul style="list-style-type: none"> a. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements. b. a qualitative and quantitative analysis of the landlord's complaint handling performance. This must also include a summary of the types of complaints the 	Yes	<p>This clause is contained in our Complaints Policy. Ratified on 03.12.2024.</p> <p>TSM Survey</p> <p>Housing Annual Report</p> <p>Minutes of Board Meetings</p>	<p>An annual report has been produced detailing our complaints performance through qualitative narrative and quantitative measures. This includes Tenant Satisfaction Measures where the appraisal of complaints performance was positive. The annual report also features some of our service remedies implemented as improvements to our building over the course of a year, such as roof insulation with its positive impact on</p>

	<p>landlord has refused to accept;</p> <p>c. any findings of non-compliance with this Code by the Ombudsman;</p> <p>d. the service improvements made as a result of the learning from complaints;</p> <p>e. any annual report about the landlord's performance from the Ombudsman;</p> <p>and</p> <p>f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.</p>			<p>electric costs, and CCTV to enhance security at the request of residents.</p> <p>A self-assessment report and action plan, will be published to our website no later than 04.12.2024. Alongside a narrative report from our trustees, refresh complaints policy, and housing ombudsman's notice to residents. All to ensure Code compliance.</p>
8.2	<p>The annual complaints performance and service improvement report must be reported to the landlord's governing body (or equivalent) and published on the on the section of its website relating to complaints. The governing body's response to the report must be published</p>	Yes	<p>This clause is contained in our Complaints Policy. Ratified on 03.12.2024.</p>	<p>The annual report which includes complaints performance data was received by the board in September 2024. At a board meeting on 03.12.2024, the self-assessment report and revised policy was scrutinised and ratified</p>

	alongside this.			
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	N/A	This clause is contained in our Complaints Policy. Ratified on 03.12.2024.	Noted
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.		This clause is contained in our Complaints Policy. Ratified on 03.12.2024.	Noted
8.5	If a landlord is unable to comply with the Code due to exceptional circumstances, such as a cyber incident, they must inform the Ombudsman, provide information to residents who may be affected, and publish this on their website Landlords must provide a timescale for returning to compliance with the Code.	Noted	This clause is contained in our Complaints Policy. Ratified on 03.12.2024.	We are working towards full compliance with the Code, and an interpretation of the guidance might be perceived as having longer time scales.

Section 9: Scrutiny & Oversight: Continuous Learning and Improvement

Code provision	Code requirement	Comply: Yes /	Evidence	Commentary / explanation
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9.1	Landlords must look beyond the circumstances of the individual complaint and consider whether service improvements can be made as a result of any learning from the complaint.	Yes	This clause is contained in our Complaints Policy. Ratified on 03.12.2024. Fundraising Strategy Minutes of Board Committees (Finance and Risk, Housing and Facilities) Staff Appointments	This is a positive area of practice. Service improvement themes include the eco-performance of the building, safety, electric, other residents, guests, showers. This year the board have expanded our fundraising staff team and a fundraising strategy has been produced with good early results.
9.2	A positive complaint handling culture is integral to the effectiveness with which landlords resolve disputes. Landlords must use complaints as a source of intelligence to identify issues and introduce positive changes in service delivery.	Yes	This clause is contained in our Complaints Policy. Ratified on 03.12.2024.	See Above. Previously commented on our learning culture as captured through Investors in People Gold Award.
9.3	Accountability and transparency are also integral to a positive complaint handling culture. Landlords must report back on wider learning and improvements from complaints to	Yes	This clause is contained in our Complaints Policy. Ratified on 03.12.2024.	There is a close relationship between the Chair of the Housing and Facilities Committee and the Housing Management team, which allows for the

	stakeholders, such as residents' panels, staff and relevant committees.			sharing of information. Trustees attend staff inset days and our January 2025 event will provide an opportunity to showcase this piece of work.
9.4	Landlords must appoint a suitably senior lead person as accountable for their complaint handling. This person must assess any themes or trends to identify potential systemic issues, serious risks, or policies and procedures that require revision.	Yes	This clause is contained in our Complaints Policy. Ratified on 03.12.2024.	The complaints officer is the CEO of the charity.
9.5	In addition to this a member of the governing body (or equivalent) must be appointed to have lead responsibility for complaints to support a positive complaint handling culture. This person is referred to as the Member Responsible for Complaints ('the MRC').	Yes	This clause is contained in our Complaints Policy. Ratified on 03.12.2024.	The chair of Housing and Facilities has lead responsibility for complaints. Prior to this a trustee who was a lawyer fulfilled this role for many years.
9.6	The MRC will be responsible for ensuring the governing body receives regular		This clause is contained in our Complaints Policy. Ratified on	Noted

	<p>information on complaints that provides insight on the landlord’s complaint handling performance. This person must have access to suitable information and staff to perform this role and report on their findings.</p>		03.12.2024.	
9.7	<p>As a minimum, the MRC and the governing body (or equivalent) must receive:</p> <ul style="list-style-type: none"> a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance; b. regular reviews of issues and trends arising from complaint handling; c. regular updates on the outcomes of the Ombudsman’s investigations and progress made in complying with orders related to severe maladministration findings; and d. annual complaints performance and service improvement report. 	yes	<p>This clause is contained in our Complaints Policy. Ratified on 03.12.2024.</p>	<p>Quarterly reports including complaints have been through the housing and facilities meeting and an annual report identifies themes and trends. These are known to trustees as detailed above. Moving forward we shall ensure that our complaints analysis continues to evolve in line with the Ombudsman’s’ best practice and guidance.</p>

<p>9.8</p>	<p>Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to:</p> <ul style="list-style-type: none"> a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments; b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and c. act within the professional standards for engaging with complaints as set by any relevant professional body. 	<p>Yes</p>	<p>This clause is contained in our Complaints Policy. Ratified on 03.12.2024.</p> <p>Supervision Policy</p> <p>HR Manual</p>	<p>All staff receive management supervision and are offered professional supervision as appropriate. Teams are also coached in reflective practice through work with our organisational psychologist on a one to one or group basis. Training plans are developed</p>
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Index

AUTHOR	Syrie Cox
DATE OF ORIGINATION	Annually

Southend YMCA

**For more information, please
contact:**

Contact details

Social media

Website



**Here for young people
Here for communities
Here for you**

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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