



Here for young people
Here for communities
Here for you

Complaints Handling Report 2024-2025

Complaints Handling Code Report

September 2025

YMCA CHESHIRE

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

About YMCA

YMCA believes in fairness and opportunity. There are essential building blocks for a full and rewarding life: a safe home; acceptance; guidance; friendship; physical and mental health; academic support; employment skills; and access to real opportunities. Many young people have never known these things; other people have lost one or more as they grew up, but we all need them. All of us. At YMCA, we provide these critical foundations for a fresh, strong start for young people and a better quality of life in the community.

Introduction

This report was developed in line with the Housing Ombudsman's *Complaints Handling Code*. As set out in our Self-Assessment, there are several points for improvement for our complaints-handling processes to action over the coming 12 months. However, we are pleased to report that our practices are otherwise in line with the statutory requirements and we can respond to and handle complaints in a quality and timely manner.

This report contains our self-assessment for 2024–2025, a set of improvements for the next 12 months, and a note of the number of complaints received, with analysis. The Board of Trustees reviewed this report at their meeting on 23rd September 2025, approving its publication with no further comment.



Self-Assessment Against Complaints Handling Code

Section 1 - Definition of a complaint Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
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 organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.'</i>	Yes	This is defined within in our 'Service User complains' policy. A complaint is defined as an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents
1.3	The resident does not have to use the word 'complaint' for it to be treated as such. A complaint that is submitted via a third party or representative must still be handled in line with the landlord's complaints policy.	Yes	Our residents do not have to use the word 'complaint for it to be treated as such. The definitions section of our Service User Complaints Policy defines this; A complaint does not need to be labeled as or expressed using the word 'complaint' for it to be treated as such.
1.6	... if further enquiries are needed to resolve the matter, or if the resident requests it, the issue must be logged as a complaint.	Yes	YMCA Cheshire will therefore accept all issues raised seriously and log them as a complaint, not rejecting any complaints.
1.7	A landlord must accept a complaint unless there is a valid reason not to do so.	Yes	YMCA Cheshire will therefore accept all issues raised seriously and log them as a complaint, not rejecting any complaints.

1.8	A complaints policy must clearly set out the circumstances in which a matter will not be considered, and these circumstances should be fair and reasonable to residents.	Yes	YMCA Cheshire will therefore accept all issues raised seriously and log them as a complaint, not rejecting any complaints.
1.9	If a landlord decides not to accept a complaint, a detailed explanation must be provided to the resident setting out the reasons why the matter is not suitable for the complaints process and the right to take that decision to the Ombudsman.	Yes	YMCA Cheshire will therefore accept all issues raised seriously and log them as a complaint, not rejecting any complaints.

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
1.4	Landlords should recognise the difference between a service request, where a resident may be unhappy with a situation that they wish to have rectified, and a complaint about the service they have/have not received.	Yes	This is defined within our 'Service User complains' policy. Complaints and service requests can be closely related. The initial reporting of a fault will normally be treated as a service request and we will seek to resolve the issue outside of this procedure in the first instance.

			When assessing whether to treat a contact as a complaint or a service request each case will be considered on its individual merits and consideration may be given to the following factors' As a landlord we do recognise the difference between a service request and a complaint. We follow the Housing Ombudsman definition on this matter.
1.5	Survey feedback may not necessarily need to be treated as a complaint, though, where possible, the person completing the survey should be made aware of how they can pursue their dissatisfaction as a complaint if they wish to.	No	Our feedback surveys are done anonymously so we cannot provide direct feedback. However, we do provide general feedback to all respondents via a 'you said, we did' that details responses.

Section 2 - Accessibility and awareness Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
2.1	Landlords must make it easy for residents to complain by providing different channels through which residents can make a complaint such as in person, over the telephone, in writing, by email and digitally. While the Ombudsman recognises that it may not be feasible for a landlord to use all of the potential channels, there must be more than one route of access into the complaints system.	Yes	This defined within our 'Service User Complaints' Policy. Service users can complain via, digital, written or verbal channels. There is a QR code on the back of each resident door in our main service.
2.3	Landlords must make their complaint policy available in a clear and accessible format for all residents. This will detail the number of stages involved, what will happen at each stage and the timeframes for responding.	Yes	This is defined within our 'Service User Complaints' Policy and Procedure. This details; • Number of stages involved. • What occurs at each stage. • The timeframes of each stage.
2.4	Landlord websites, if they exist, must include information on how to raise a complaint. The complaints policy and process must be easy to find on the website.	Yes	The complaints policy and process is easy to find on the website. Typing the word 'complaint' with in the search bar of the necessary webpage takes you to the complaints page.

2.5	Landlords must comply with the Equality Act 2010 and may need to adapt normal policies, procedures, or processes to accommodate an individual's needs. Landlords must satisfy themselves that their policy sets out how they will respond to reasonable adjustments requests in line with the Equality Act and that complaints handlers have had appropriate training to deal with such requests.	Yes	This is within our 'Service User Complains' Policy. If the service user needs adaptations to the process to accommodate additional needs, e.g., a language service, large print, or communication through a representative, YMCA Cheshire will tailor the process to that individual's needs. Staff are trained to respond correctly to complaints of any kind. Complaints policy training is included in the induction training for all new staff and updated as indicated by any changes in the policy and procedures and in the light of the experience of addressing complaints
2.6	Landlords must publicise the complaints policy and process, the Complaint Handling Code and the Housing Ombudsman Scheme in leaflets, posters, newsletters, online and as part of regular correspondence with residents.	Yes	This is defined within our 'Service User Complains' Policy and this information can be found the complaints section of our website. There is a QR code on the back of each resident door in our main service and we have posters up in communal spaces around the building.

2.7	Landlords must provide residents with contact information for the Ombudsman as part of its regular correspondence with residents.		This is defined within our 'Service User Complains' Policy. This information can be found the complaints section of our website. We have posters up in communal spaces around the building.
2.8	Landlords must provide early advice to residents regarding their right to access the Housing Ombudsman Service throughout their complaint, not only when the landlord's complaints process is exhausted.	Yes	This is defined within our 'Service User Complains' Policy. Contact information for the Housing Ombudsman is included in both Stage 3 and Stage 4 of the complaints Policy.

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
2.2	Where a landlord has set up channels to communicate with its residents via social media, then it should expect to receive complaints via those channels. Policies should contain details of the steps that will be taken when a complaint is	NA	We don't directly communicate with residents via social media and we do not monitor our social media inboxes. Anybody who messages our social media accounts receives an

	received via social media and how confidentiality and privacy will be maintained.		automatic notification that the inbox is not monitors and re-directs them.
--	---	--	--

Section 3 - Complaint handling personnel Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
3.1	Landlords must have a person or team assigned to take responsibility for complaint handling to ensure complaints receive the necessary attention, and that these are reported to the governing body. This Code will refer to that person or team as the "complaints officer".	Yes	This is defined within our 'Service User Complains' Policy. This is the HR and Administration Manager is the designated 'complaints officer' responsible for complaint handling.
3.2	...the complaint handler appointed must have appropriate complaint handling skills and no conflicts of interest.	Yes	The HR and Administration Manager appropriate skills and there are no conflicts of interest.

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
3.3	Complaint handlers should: • be able to act sensitively and fairly • be trained to handle complaints and deal with distressed and upset residents • have access to staff at all levels to facilitate quick resolution of complaints • have the authority and autonomy to act to resolve disputes quickly and fairly.	Yes	The HR and Administration Manager has all the appropriate skills and autonomy.

Section 4 - Complaint handling principles Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
4.1	Any decision to try and resolve a concern must be taken in agreement with the resident and a landlord's audit trail/records should be able to demonstrate this. Landlords must ensure that efforts to resolve a resident's concerns do not obstruct access to the complaints procedure or result in any unreasonable delay. It is not appropriate to have extra named stages (such as 'stage 0' or 'pre-complaint stage') as this causes unnecessary confusion for residents. When a complaint is made, it must be acknowledged and logged at stage one of the complaints procedure within five days of receipt.	Yes	This is defined within our 'Service User Complains' Policy; When a complaint is made, it must be acknowledged and logged at stage one of the complaints procedure within five days of receipt.

4.2	Within the complaint acknowledgement, landlords must set out their understanding of the complaint and the outcomes the resident is seeking. If any aspect of the complaint is unclear, the resident must be asked for clarification and the full definition agreed between both parties.	Yes	This is set out in the complaint acknowledgement.
4.6	A complaint investigation must be conducted in an impartial manner.	Yes	The HR and Administration Manager investigates all complaints in an impartial manner and in line with our GDPR policy.
4.7	The complaint handler must: • deal with complaints on their merits • act independently and have an open mind • take measures to address any actual or perceived conflict of interest • consider all information and evidence carefully • keep the complaint confidential as far as possible, with information only disclosed if necessary to properly investigate the matter.	Yes	The HR and Administration Manager investigates all complaints in an impartial manner and in line with our GDPR policy.
4.11	Landlords must adhere to any reasonable	Yes	We contact the customer and discuss frequency and preferred communication methods.

	arrangements agreed with residents in terms of frequency and method of communication		
4.12	The resident, and if applicable any staff member who is the subject of the complaint, must also be given a fair chance to: • set out their position • comment on any adverse findings before a final decision is made.	Yes	If a staff member is subject to a complaint, they will be interviewed by the Complaint Officer and they will have an opportunity to set out their position and comment on any adverse findings. As part of the response to a resident, they are given the opportunity to clarify or discuss the original findings before a final decision is made.
4.13	A landlord must include in its complaints policy its timescales for a resident to request escalation of a complaint	Yes	This is defined within our 'Service User Complains' Policy.
4.14	A landlord must not unreasonably refuse to escalate a complaint through all stages of the complaints	Yes	Where a complaint is not upheld, we clearly advise the customer how that outcome has been reached and offer them an opportunity to appeal or discuss further as part of our complaint response letter. We do not refuse escalation of complaints.

	procedure and must have clear and valid reasons for taking that course of action. Reasons for declining to escalate a complaint must be clearly set out in a landlord's complaints policy and must be the same as the reasons for not accepting a complaint.		
4.15	A full record must be kept of the complaint, any review and the outcomes at each stage. This must include the original complaint and the date received, all correspondence with the resident, correspondence with other parties and any reports or surveys prepared.	Yes	We keep hard copies of complaints on file for 6 years, unless it relates to a 16/17 year old.
4.18	Landlords must have policies and procedures in place for managing unacceptable behaviour from residents and/or their representatives when pursuing a complaint.	Yes	We would deal with this through our License Sustainment Policy/ Procedure.

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
--------------	------------------	-------------------	---

4.3	Landlords should manage residents' expectations from the outset, being clear where a desired outcome is unreasonable or unrealistic	Yes	This is defined within our 'Service User Complains' Policy. Stage one of the process is to talk to a staff member and we would have this conversation then.
4.4	A complaint should be resolved at the earliest possible opportunity, having assessed what evidence is needed to fully consider the issues, what outcome would resolve the matter for the resident and whether there are any urgent actions required.	Yes	We aim to resolve complaints within 5days.
4.5	Landlords should 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 where this is reasonable.	Yes	This is defined within our 'Service User Complains' Policy. Residents are given the opportunity to use a representative.
4.8	Where a key issue of a complaint relates to the parties' legal obligations landlords should clearly set out their understanding of the obligations of both parties.	Yes	We involve our Solicitor where this is necessary.

4.9	Communication with the resident should not generally identify individual members of staff or contractors.	Yes	Everything is done sensitively, anonymously and in line with GDPR.
4.10	Landlords should keep residents regularly updated about the progress of the investigation.	Yes	Residents receive updates every 5 working days.
4.16	Landlords should seek feedback from residents in relation to the landlord's complaint handling as part of the drive to encourage a positive complaint and learning culture.	No	We will implement a feedback process
4.17	Landlords should recognise the impact that being complained about can have on future service delivery. Landlords should ensure that staff are supported and engaged in the complaints process, including the learning that can be gained	Yes	Our HR and Administration Manager will support staff throughout the process and staff have access to an Employee Assistance Program for confidential support. Learning from complaints is important to us, we strive for continuous improvement. Housing staff have regular reflective practice and an annual report on complaints goes to the board to inform service planning and improvement.

4.19	Any restrictions placed on a resident's contact due to unacceptable behaviour should be appropriate to their needs and should demonstrate regard for the provisions of the Equality Act 2010.	Yes	We would deal with this through our License Sustainment Policy/ Procedure. Restrictions would only be applied when appropriate and reviewed regularly.
------	---	-----	--

Section 5 - Complaint stages Mandatory 'must' requirements Stage 1

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.1	Landlords must respond to the complaint <u>within 10 working days</u> of the complaint being logged. Exceptionally, landlords may provide an explanation to the resident containing a clear timeframe for when the response will be received. This should not exceed a further 10 days without good reason.	Yes	This is detailed in our policy; we will respond to complaints within 5 working days.
5.5	A complaint response must be sent 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 expeditiously with regular updates provided to the resident.	Yes	Residents are kept up to date and any outstanding actions are tackled as a matter of urgency.

5.6	Landlords must address all points raised in the complaint and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.	Yes	We address all the points and will updating out complaint templates to in order make reference where appropriate to policy, law and good practice.
5.8	Landlords must confirm the following in writing to the resident at the completion of stage one in clear, plain language: • the complaint stage • the decision on the complaint • the reasons for any decisions made • the details of any remedy offered to put things right • details of any outstanding actions • details of how to escalate the matter to stage two if the resident is not satisfied with the answer	Yes	We implemented this following last year's self-assessment.

Stage 2

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
--------------	------------------	-------------------	---

5.9	If all or part of the complaint is not resolved to the resident's satisfaction at stage one it must be progressed to stage two of the landlord's procedure, unless an exclusion ground now applies. In instances where a landlord declines to escalate a complaint it must clearly communicate in writing its reasons for not escalating as well as the resident's right to approach the Ombudsman about its decision.	Yes	If we refuse escalation to stage two, we clearly communicate the reasons that the exclusion ground applies when we decline to escalate the complaint. We include the Housing Ombudsman details in the refusal letter.
5.10	On receipt of the escalation request, landlords must set out their understanding of issues outstanding and the outcomes the resident is seeking. If any aspect of the complaint is unclear, the resident must be asked for clarification and the full definition agreed between both parties.	Yes	Our escalation responses are done verbally and our staff are available 24-7 to help residents understand.
5.11	Landlords must only escalate a complaint to stage two once it has completed stage one and at the request of the resident.	Yes	This is the process set out in our policy.

5.12	The person considering the complaint at stage two, must not be the same person that considered the complaint at stage one.	Yes	At stage 2, our CEO takes over the process. This is the stage at which the escalation moves from one person to the next, as per our policy.
5.13	Landlords must respond to the stage two complaint <u>within 20 working days</u> of the complaint being escalated. Exceptionally, landlords may provide an explanation to the resident containing a clear timeframe for when the response will be received. This should not exceed a further 10 days without good reason.	Yes	As per our policy, the escalation will be responded to within 5 days.

5.16	Landlords must confirm the following in writing to the resident at the completion of stage two in clear, plain language: • the complaint stage • the complaint definition • the decision on the complaint • the reasons for any decisions made • the details of any remedy offered to put things right • details of any outstanding actions and • if the landlord has a third stage, details of how to escalate the matter to stage three • if this was the final stage, details of how to escalate the matter to the Housing Ombudsman Service if the resident remains dissatisfied.	Yes	We implemented this following last year's self-assessment.
------	---	-----	--

Stage 3

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations

5.17	Two stage landlord complaint procedures are ideal. This ensures that the complaint process is not unduly long. If landlords strongly believe a third stage is necessary, they must set out their reasons for this as part of their self-assessment. A process with more than three stages is not acceptable under any circumstances.	Yes	We have a third stage, which is to raise an escalation request with our Board of Trustees through an Appeals Sub-Committee, if the resident is not satisfied with the response from the CEO. They are also given the details of the Housing Ombudsman at this stage.
------	--	-----	--

5.20	Landlords must confirm the following in writing to the resident at the completion of stage three in clear, plain language: • the complaint stage • the complaint definition • the decision on the complaint • the reasons for any decisions made • the details of any remedy offered to put things right • details of any outstanding actions • details of how to escalate the matter to the Housing Ombudsman Service if the resident remains dissatisfied	Yes	We implemented this following last year's self-assessment.
------	--	-----	--

Best practice 'should' requirements Stage 1

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.2	If an extension beyond 20 working days is required to enable the landlord to respond to the complaint fully, this should be agreed by both parties.	Yes	We would do this, but our policy is to respond within 5 days.
5.3	Where agreement over an extension period cannot be reached, landlords should provide the Housing Ombudsman's contact details so the resident can challenge the landlord's plan for responding and/or the proposed timeliness of a landlord's response.	Yes	We would do this under these circumstances.
5.4	Where the problem is a recurring issue, the landlord should consider any older reports as part of the background to the complaint if this will help to resolve the issue for the resident.	Yes	We would do this under these circumstances.
5.7	Where residents raise additional complaints during the investigation, these should be incorporated into the stage one response if they are relevant and the stage one response has not been issued. Where the stage one response has been issued, or it would unreasonably delay the response, the complaint should be logged as a new complaint.	Yes	We would do this under these circumstances.

Stage 2

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.14	If an extension beyond 10 working days is required to enable the landlord to respond to the complaint fully, this should be agreed by both parties. Where agreement over an extension period cannot be reached, landlords should provide the Housing Ombudsman's contact details so	Yes	We would do this under these circumstances.

5.15	the resident can challenge the landlord's plan for responding and/or the proposed timeliness of a landlord's response	Yes	We would do this under these circumstances.
------	---	-----	---

Stage 3

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.18	Complaints should only go to a third stage if the resident has actively requested a third stage review of their complaint. Where a third stage is in place and has been requested, landlords must respond to the stage three complaint <u>within 20 working days</u> of the complaint being escalated. Additional time will only be justified if related to convening a panel. An explanation and a date for when the stage three response will be received should be provided to the resident.	Yes	As per our policy, a response would be issued within 5 working days.

5.19	Where agreement over an extension period cannot be reached, landlords should provide the Housing Ombudsman's contact details so the resident can challenge the landlord's plan for responding and/or the proposed timeliness of a landlord's response.	Yes	We would do this under these circumstances.
------	--	-----	---

Section 6 - Putting things right Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
6.1	Effective dispute resolution requires a process designed to resolve complaints. 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.	Yes	If we have identified through the complaints process that something has gone wrong, then we will look to address this and put things right in our response. We will ask the customer the resolution that they are seeking for their complaint to help achieve this.
6.2	Any remedy offered must reflect the extent of any service failures and the level of detriment caused to the resident as a result. A landlord must carefully manage the expectations of residents and not promise anything that cannot be delivered or would cause unfairness to other residents.	Yes	We'd manage expectations at stage 1.
6.5	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.	Yes	As per our policy, we would communicate this in our response within 5 working days.
6.6	In awarding compensation, a landlord must consider whether any statutory payments are due, if any quantifiable losses have been incurred, the time and trouble a resident has been put to as well as any distress and inconvenience caused.	Yes	We would do this proportionate to the complaint raised.

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
6.3	Landlords should look beyond the circumstances of the individual complaint and consider whether anything needs to be 'put right' in terms of process or systems to the benefit of all residents.	Yes	We monitor trends in complaints to identify systemic issues, lessons learned, and wider improvements.
6.7	In some cases, a resident may have a legal entitlement to redress. The landlord should still offer a resolution where possible, obtaining legal advice as to how any offer of resolution should be worded.	Yes	We would work with our solicitor to ensure we put appropriate redress in place.

Section 7 - Continuous learning and improvement

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
7.2	Accountability and transparency are integral to a positive complaint handling culture. Landlords must report back on wider learning and improvements from complaints in their annual report and more frequently to their residents, staff and scrutiny panels.	Yes	We report complaints and learning annually to our Board. We will also begin to publish learning from complaints to our resident community and staff team.

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
7.3	A member of the governing body should be appointed to have lead responsibility for complaints to support a positive complaint handling culture. This role will be responsible for ensuring the governing body receives regular information on complaints that provides insight to the governing body on the landlord's complaint handling performance.	No	This responsibility will fall to the Trustee HR link. We are currently recruiting for this.

7.4	As a minimum, governing bodies should receive: • Regular updates on the volume, categories and outcome of complaints, alongside complaint handling performance including compliance with the Ombudsman's orders • Regular reviews of issues and trends arising from complaint handling, • The annual performance report produced by the Ombudsman, where applicable • Individual complaint outcomes where necessary, including where the Ombudsman made findings of severe maladministration or referrals to regulatory bodies. The implementation of management responses should be tracked to ensure they are delivered to agreed timescales. The annual self-assessment against the Complaint Handling Code for scrutiny and challenge.	Yes	We will incorporate compliance with the Ombudsman orders in our annual complaints report to our Trustees. We will also brief our Trustees on the Ombudsman Code to ensure they understand this.
-----	--	-----	---

7.5	Any themes or trends should be assessed by senior management to identify potential systemic issues, serious risks or policies and procedures that require revision. They should also be used to inform staff and contractor training.	Yes	Our Senior Leadership Team meet weekly and review any complaints or issues raised, identifying areas of learning from this.
7.6	Landlords should have a standard objective in relation to complaint handling for all employees that reflects the need to: • have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments • take collective responsibility for any shortfalls identified through complaints rather than blaming others • act within the Professional Standards for engaging with complaints as set by the Chartered Institute of Housing.	Yes	This is detailed in our policy.

Section 8 - Self-assessment and compliance Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
--------------	------------------	----------------	---

8.1	Landlords must carry out an annual self-assessment against the Code to ensure their complaint handling remains in line with its requirements.	Yes	We will do this alongside our annual complaints report for our Board of Trustees.
8.2	Landlords must also carry out a self-assessment following a significant restructure and/or change in procedures.	Yes	We currently do impact assessments prior to any restructure internally. We will complete a new self-assessment alongside this.
8.3	Following each self-assessment, a landlord must: - report the outcome of their self-assessment to their governing body. In the case of local authorities, self- assessment outcomes should be reported to elected members - publish the outcome of their assessment on their website if they have one, or otherwise make accessible to residents - include the self-assessment in their annual report section on complaints handling performance	Yes	Self-assessment presented to Board in September 2024 and published on our website subsequently.

Improvement Plan

Following the completion of the above self-assessment, we have identified the following actions for improvement over the next 12 months:

- Introduce a regular feedback process for our complaints handling
- Appoint a Trustee to be responsible for complaints

Data Analysis

In 2024-2025, we received two resident complaints. Notably, both complaints related to mould and came from individuals residing in properties the organisation leases from private landlords. In both cases, the relevant staff member resolved the issue with the landlord. It is important that these issues are monitored in future, as the organisation is leasing and increasing number of units, which may result in a lower quality of experience for residents, if the units are not to the same standard as the rest of our properties.

Service Improvements Made In-Year

We actioned an improvement to our complaints forms, based on the actions identified in last year's Complaints Handling Report. We have also begun to use In-Form to log and respond to maintenance issues against a priority system, which is improving response time and job tracking. We will continue to improve on the efficiency, effectiveness, and reporting mechanism through In-Form over the next 12 months.

YMCA CHESHIRE

For more information, please contact:

info@ymcacheshire.org.uk

www.ymcacrewe.org.uk



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.

FAMILY & YOUTH WORK

HEALTH & WELLBEING

HOUSING

TRAINING & EDUCATION

SUPPORT & ADVICE