

ANNUAL COMPLAINTS REPORT FOR THE PERIOD APRIL 2024 TO MARCH

Summary:

This Report sets out the number of complaints Reading YMCA received for the period April 2024- March 2025. This Report and our Annual Self-Assessment form are submitted to the Ombudsman and will be published on our website.

The Report includes details of the handling of the complaints, outcomes, and an action plan for approval.

Reading YMCA are required to submit a return to the Housing Ombudsman by 30th September annually confirming compliance with the code and that an annual review has taken place.

Report:

Complaints were handled in line with our Complaints Policy. A detailed complaint log is maintained and correspondence where appropriate to send has been uploaded onto residents' files.

Complaint Category	Number of complaints received in 24- 25	Resolved at stage	Upheld or Not upheld	Service user or external or external	Correspondence filed
Staff conduct	1	Stage one	upheld	SU	Uploaded to file
Standard of service provided	2	Stage one	upheld	SU	Uploaded to file
Anti-social behaviour	1	NFA	Unable to action	External	Complainant sent initial email and when asked for more details dd not respond.

Commentary:

75% of complaints received were actioned within the time frame and resolved at stage one of the complaint. 25% of the complaints were unable to be actioned as further details were not provided which meant a full investigation into the claim of anti-social behaviour could not be carried out.

Action Plan:

1. Complaints training will be implemented for all staff to include how to receive a complaint, log the complaint and how complaints are handled.
2. Staff training will include how to determine a service request from a complaint.
3. Complaints Policy, Annual report and self-assessment form will be uploaded to our website when Website is redesigned.
4. Complaints policy, annual report and Self-assessment form will be available to service users on notice boards.
5. Staff training for all new employees will include training on complaints policy , how to find it, communication methods for complaints of how to complain explained.
6. Neighbourhood complaints will be handled under the complaints policy however will require details of dates and approximate times to enable us to investigate thoroughly.