



YMCA Norfolk Annual Complaints and Compliments Performance Report

2024-25

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1. Introduction

YMCA Norfolk is committed to being an organisation that listens to young people and customers. We cannot fulfil our mission of transforming young lives unless we do. We believe that feedback and the way the organisation responds to this feedback whether negative or positive, is a vital indicator of the overall performance of YMCA Norfolk.

Our aim is to maintain a high level of performance and improve the quality of service offered to clients and customers, who feel that they have not received a high standard. This includes providing timely responses to complaints whilst continuing to learn and improve.

Whilst it can be easy to focus on the complaints; it is as equally important to focus on the compliments received, by doing this, we can learn from what we are doing well and ensure that the organisation continues to provide a high level of service.

The information in the report covers the 2024-25 financial year (1st April 2024 – 31st March 2025).

2. Housing Ombudsman Code of Conduct

The Housing Ombudsman's Code sets out requirements which all landlords must follow by law. One of the key requirements of the Code is that we issue an annual report on our complaints performance and the service improvements made as a result of the learning from the complaints.

In line with the Housing Ombudsman Complaints Handling Code we have completed our annual selfassessment against the code which is available on our website [Compliments and Complaints - YMCA Norfolk](#)

As a regulated social landlord we are also required to collect and submit annual Tenant Satisfaction Measure data (TSMs) to the Regulator of Social Housing. Complaints data will form part of this annual TSM submission.

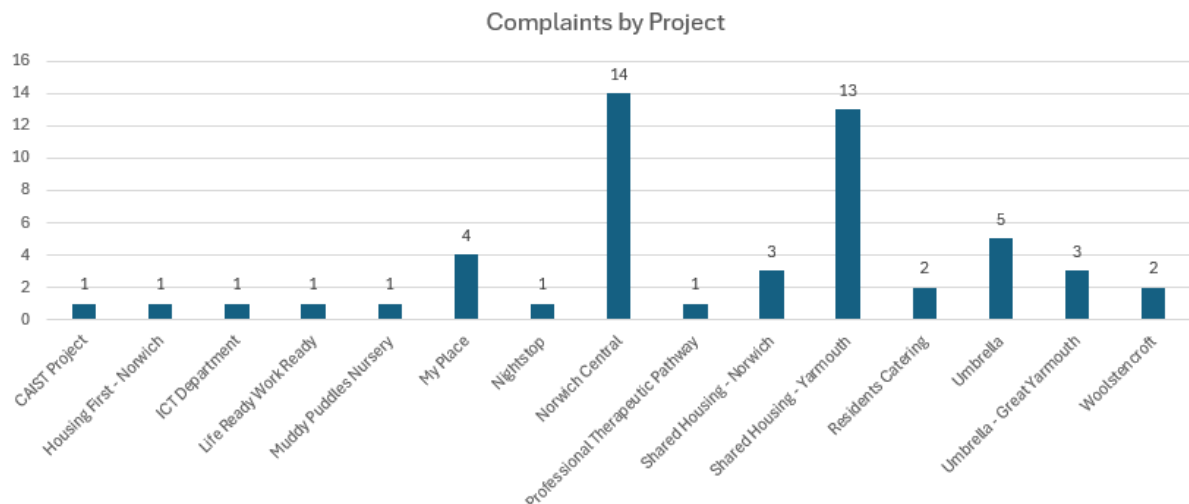
Our Residents Charter sets out what residents can expect from us and is provided to all young people when they move in.

Whilst the Code only looks at our landlord services, we feel it is important that all our complaints handling is reviewed annually, so this annual report sets out our performance in relation to complaints received across all our services.

3. Complaints

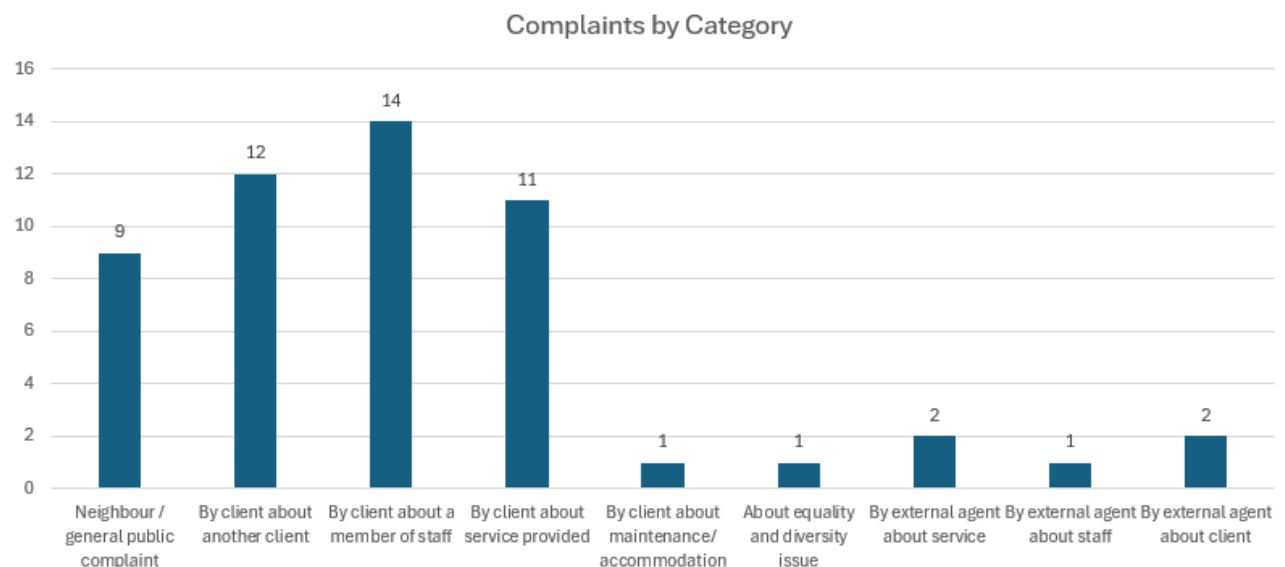
3.1 Number of Complaints Received

During the reporting period, the organisation received a total of 53 complaints compared to 51 in 2023/24. These are detailed below:



3.2 Category of Complaint

The organisation has categories what the complaint was about, these are detailed below:



During 2024/25 no complaints were received by the Board of Trustees or escalated to the Board of Trustees.

3.3 Responses to Complaints

During 2024/25, the stages, and timeframes for response to complaints changed as part of the new requirements by the Housing Ombudsman. Prior to the 1st October 2024, the stages were as follows

Stage of Complaint	Timeframe for Response
Initial Handling	2 working days
Stage 1	5 working days from receipt of complaint
Stage 2	5 working days from receipt of appeal
Stage 3	10 working days from receipt appeal
Stage 4	At the next Board meeting

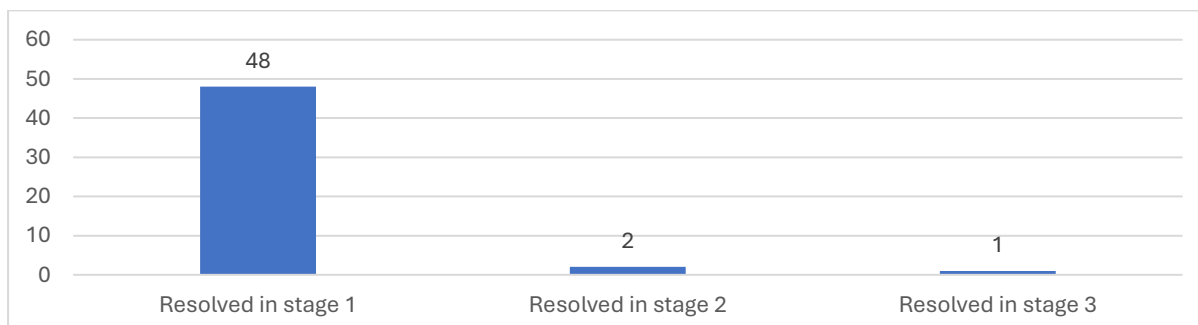
From the 1st October 2024, the stages and timeframes for response to complaints were as follows

Stage 1 Acknowledgement receipt due date	5 working days after the complaint is raised.
Stage 1 Resolution due date	10 working days after the stage 1 acknowledgement receipt.
Stage 2 Acknowledgement receipt due date	5 working days after escalation
Stage 2 Resolution due date.	20 working days after the stage 2 acknowledgement receipt.

One unresolved complaint from 2023/24 was resolved at stage 3 in 2024/25.

50 of the 53 complaints in 2024/25 resolved. Of the 3 not resolved; 1 complaint was closed as were unable to resolve and 2 complaints are currently open.

The total number of complaints resolved in 2024/25 was 51, resolved in the following stages:

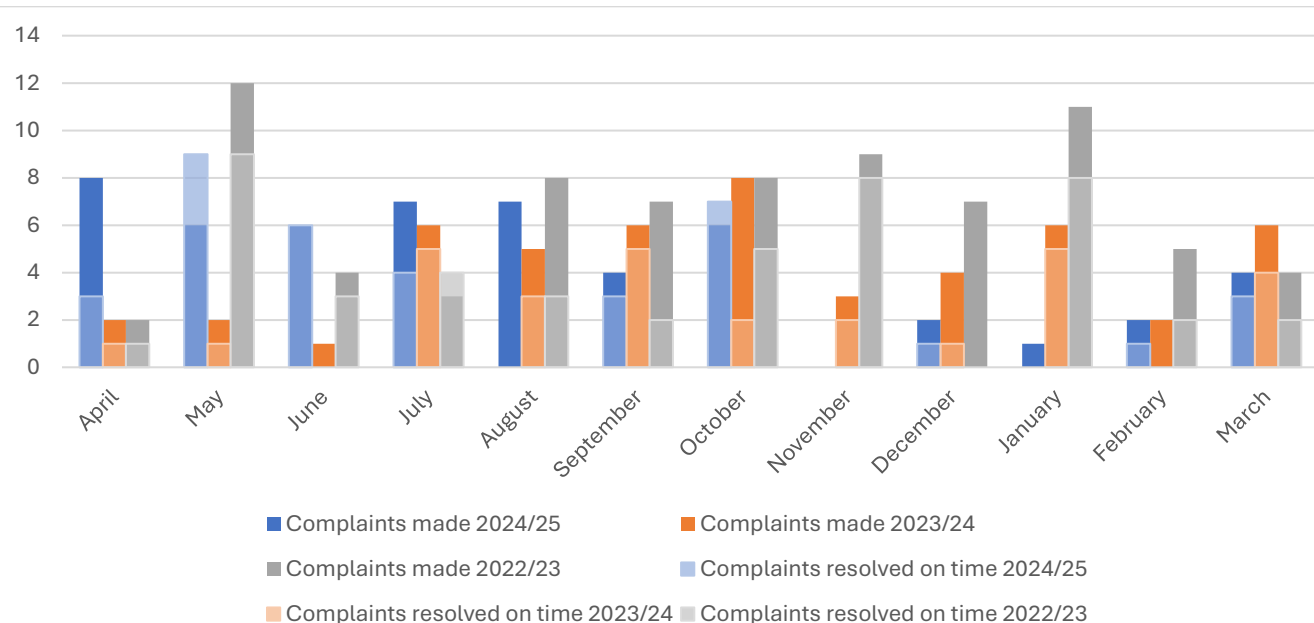


The complaint which was closed and deemed unable to be resolved was due to the young person moving on from the service and therefore being unable to resolve the matter they were unhappy about.

The following reports are shared with both the Compliance and Performance Committee and the Board of Trustees quarterly.

Organisational Complaints Resolved at Each Stage

Total number of complaints and their resolution



	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Total
Complaints made 2024/25	8	6	6	7	7	4	6	0	2	1	2	4	53
Complaints resolved 2024/25	3	10	7	4	1	10	8	0	1	1	1	5	51
Complaints resolved on time 2024/25	3	9	6	4	0	3	7	0	1	0	1	3	37
Complaints made 2023/24	2	2	1	6	5	6	8	3	4	6	2	6	51
Complaints resolved 2023/24	5	1	0	6	5	6	6	3	3	7	3	5	50
Complaints resolved on time 2023/24	1	1	0	5	3	5	2	2	1	5	0	4	29
Complaints made 2022/23	2	12	4	3	8	7	8	9	7	11	5	4	80
Complaints resolved 2022/23	1	13	4	4	3	8	6	13	1	14	5	3	75
Complaints resolved on time 2022/23	1	9	3	4	3	2	5	8	0	8	2	2	47

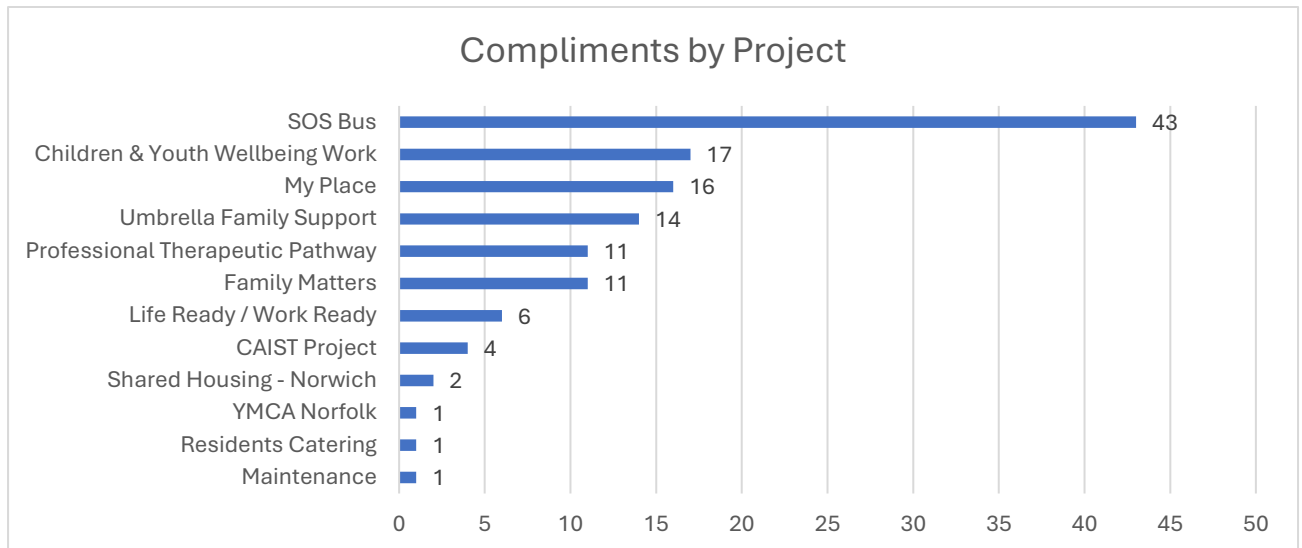
Housing Complaints Resolved at Each Stage

Number of housing complaints and their resolution

	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sep 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25
Stage 1	3	8	5	4	0	9	6	0	1	0	1	5
Stage 2	0	0	0	0	0	0	0	0	0	1	0	0
Stage 3	0	0	1	0	0	0	0	0	0	0	0	0
Total	3	8	6	4	0	9	6	0	1	1	1	5
On Time	3	8	6	4	0	2	5	0	1	0	1	3

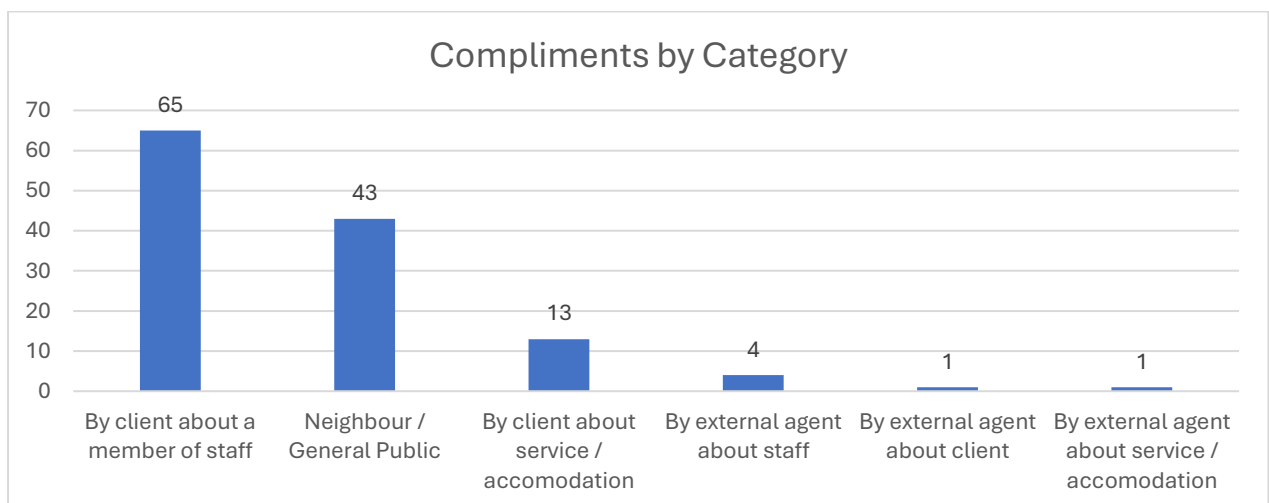
4. Compliments

During the reported period the organisation received a total of 127 compliments across various sectors of the organisation as detailed below:



4.1 Category of Compliment

As with complaints the organisation has certain categories to define who the compliment was raised by, for the reporting period these are detailed below:



5. Service Improvements

The number of complaints compared to 2023/25 is broadly similar, 53 (2024/25) compared to 51 (2023/24).

There was a noticeable decrease in complaints received in Central, which reflects the change in management on that site mid-way through the year.

Great Yarmouth experienced a significant increase in complaints from 2 in 2023/24 to 13 in 2024/25. The increase in occupancy is a factor in this. Concerns about the speed of the wifi in the rooms furthest from the router was a significant theme earlier in the year.

Of the 51 complaints resolved in the period, 37 were resolved on time representing 73%. By comparison, 58% of complaints resolved in 2023/24 were resolved on time.

Of the 15 complaints not resolved on time in 2024/25, 13 were housing. The Housing Managers are working on this as a matter of priority.

During the year, Inform, which is the system used to log all Complaints and Compliments was updated to reflect the changes to the policy and to make the system more intuitive for staff. There was a glitch which caused a delay in logging that complaints were resolved. Further development has been identified to improve the system and this is built into the IT team's plans for the year.

The data shows that the majority of our complaints come from our residents which shows we are proactive in encouraging them to air their views and most importantly listen to them.

The residents survey conducted in 2024/25 highlights that 96% (91% 2023/4) of residents said they knew how to make a complaint.

It is encouraging to see that we received double the number of compliments compared to complaints during 2024/25, with the focus of many of these being about our staff.

6. Housing Ombudsman

Between 1 April 2024 31 March 2025 no complaints were raised with the Housing Ombudsman.

During 2024/25 the Housing Ombudsman had not made any findings of non-compliance with the Complaints Code against us and there was no annual report about our performance or any other relevant reports or publications produced by the Housing Ombudsman in relation to our work.

7. Board Response

YMCA Norfolk's mission is to transform young lives. We provide services to enable this. We recognise that the Compliments and Complaints process serves as an important part of achieving our mission for young people.

As a Board, with the support and scrutiny of our Compliance and Performance Committee and the Member Responsible for Complaints (MRC), we have reviewed the report and noted our self-assessment against the Housing Ombudsman Complaint Handling Code.

The Board of Trustees, Executive team and operational management teams are committed to providing the highest standards of care and service to all including but not limited to residents, service users, staff, volunteers, suppliers etc.

Complaints are treated seriously, dealt with by careful process and in addition to any direct response, they are used to learn, develop and shape the way we work going forward

The board is satisfied that this report represents an accurate picture for 2024/25 and reflects the determination to do all it can to uphold the highest level of operational standards care and service upon which it prides itself.