
Annual Complaint Performance and Service Improvement Report 2023-24

Executive Summary

In 2023-24, YMCA North Tyneside recorded 12 complaints at stage 1 (equating to 40 per 1,000). There is no valuable comparison with previous year's results due to changes in the definitions of complaints and changes to the complaints procedure required to meet Housing Ombudsman requirements. 2 of those complaints progressed to stage 2 (equating to 9.57 per 1,000). No complaints were sent to the Housing Ombudsman.

Of those complaints 100% were upheld (no comparison with last year). And 100% were responded to within the required timeframe (no comparison with last year).

With further training of staff to recognise and record complaints effectively, and further work to explain to residents our updated complaints policy and procedure; it is expected that we will see an increase in the rate of reported complaints in the forthcoming year. This is a natural part of embedding a more positive complaints culture within the organisation.

Complaint Topics

With only a small sample to analyse it is not possible to draw statistically significant conclusions, however the most common complaints made reference to pest control issues (2), damp and mould (2) and contractors not turning up at the expected time (2) or faults within the home not being addressed within expected timeframes (3).

Ombudsman Decisions

No complaints were sent to the Housing Ombudsman.
Consequently no complaints resulted in Ombudsman action.



Table of results

Type of delivery	Stage 1 Complaints	Stage 2 Complaints	Complaints sent to the Housing Ombudsman
Total	12	2	0
Breakdown of results by type of work			
YMCA North Tyneside - Landlord and care provider	6	1	0
YMCA North Tyneside - Landlord only	0	0	0
YMCA North Tyneside - Third party provision oversight	6	1	0

How we are improving services

We use the feedback from complaints to make positive changes. Here are plans we have to address the feedback we have received, as well as to develop a stronger 'positive complaints culture'. YMCA has:-

- Invested in upgrading its maintenance reporting systems to better enable the monitoring of service requests to ensure we meet timescales.
- Increased the frequency of Compliance Officer visits to properties where there is evidence of poor performance in meeting expected maintenance timeframes. As well as greater management scrutiny of systems and record keeping for third party care providers.
- Provided training to encourage a proactive approach to reporting maintenance issues; encouraging the identifying of potential issues (and then addressing them) before they can become a resident complaint. Our Compliance Officer home visits and face-to-face Tenant Satisfaction Surveys are crucial to this approach.



Response from YMCA North Tyneside's Board of Trustees

We shared this report with our Board who responded as follows:-

“YMCA North Tyneside values resident feedback. Complaints provide us with the opportunity to learn from residents’ experience and guide us as to how we can improve the delivery of services. This report shows that whilst we are compliant with the Housing Ombudsman’s Complaint Handling Code we need to strive to continue to improve, resolving complaints in a prompt and considered manner. We are pleased with the progress made to improve training, reporting systems and to embed a positive complaints culture which we believe will yield more data in the future. We continue to monitor progress and provide constructive challenges where required.”

Author: Steve Pugh - Director of Homes & Places

Date: 20/06/24

