

Annual Complaint Performance and Service Improvement Report 2025-26

Executive Summary

In 2024-25, YMCA North Tyneside recorded 44 complaints at stage 1, equating to 56.1 per 1,000 (vs 28.1 per 1000 in the previous year and 40.0 in the year prior).*

2 of those complaints progressed to stage 2, equating 2.5 per 1000 (vs 4.47 per 1,000 in the previous year and 9.57 in the year previous).*

No complaints were raised with the Housing Ombudsman.

Of those complaints 100% were responded to within the required timeframe.

The work we have done to improve our complaints culture has meant that we are now identifying more issues as complaints (based on the “any expression of dissatisfaction” definition) than ever before. Simultaneously we are performing better at resolving complaints at stage 1 meaning that very few escalate to stage 2.

* The average number of residents throughout the year (785) was used to calculate the per 1000 rate.

Complaint Topics

With only a small sample to analyse it is not possible to draw statistically significant conclusions. The complaints recorded typically made reference to: repairs to property, relationships with support workers, property condition, antisocial behaviour and the process of the complaints handling.

Ombudsman Decisions

No complaints were raised with 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	44	2	0
Breakdown of results by type of work			
YMCA North Tyneside - Landlord and support provider	2	0	0
YMCA North Tyneside - Landlord only	0	0	0
YMCA North Tyneside - Via managing agent*	38	2	0

* Almost 90% of our residents are supported by managing agents.

How we are improving services

We use the feedback from complaints to make positive changes for residents and to help us develop a stronger 'positive complaints culture'. YMCA will:-

- Continued to perform Tenant Satisfaction Surveys via face-to-face home visits, especially for residents who are supported by our managing agents.
- Look for more ways to obtain relevant and timely feedback from residents through digital/paper surveys and focus group work.
- Continue to improve reporting systems to better enable the monitoring of service requests, to ensure we meet timescales.
- Increase the scrutiny of systems and record keeping for managing agents, to 'get under the skin' of their complaints culture and ensure their approach meets our expectations of a positive complaints culture.

We work exclusively with residents of Supported Accommodation, many of which have complex needs and some with challenging behaviour; consequently speak to them regularly and know them well. This is a double edged sword: we spend a lot of time conversing with them and supporting them, but also means that there is a risk of overlooking their spoken complaint because they may come as part of a wider conversation about factors adversely affecting their life.

The fact that complaint rates have increased this year suggests that staff training has worked. We believe that support workers are identifying more issues that are subsequently dealt with as complaints. However complaints progressing to stage 2 have reduced, suggesting that we have improved our complaint handling at stage 1 and are working hard to ensure that complaints do not escalate.

Response from YMCA North Tyneside's Board of Trustees

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

"The data for 2025-26 is very encouraging. Whilst it seems counter-intuitive to view more complaints as a good thing, the reality is that it means that support workers are increasingly able to identify complaints made verbally by residents as important and worthy of action.

That fact that stage 2 complaints are minimal and there were no complaints raised to the Housing Ombudsman strongly suggests that we are doing well at handling stage 1 complaints. Our challenge to the team to focus on early identification of issues, followed by swift and appropriate action, appears to be working.

Overall we are pleased with the progress of the team as they continue to strive to become a housing provider with a reputation for a positive complaints culture."

Author: Steve Pugh - Director of Homes & Places

Date: 29/06/26

