

Annual Complaints Performance and Service Improvement Report 2024/25

How many complaints?

We received 9 complaints in 2024/25 an increase of 1 from 2023/24.

What were the complaints about?

2 complaints related to our Early Years Education.

3 complaints related to our Gym.

1 complaint related to the Glebe.

3 complaints related to our Housing Services.

How quickly did we deal with complaints?

All of the complaints were dealt with at Stage 1.

How were complaints resolved?

We dealt with all points raised in the complaint and provided clear reasons for any decisions. Complaints have been resolved in a number of ways.

Upheld – There had been a failure in the service for all areas of the complaint and the complaint is fully upheld. 3 cases were upheld.

Partially upheld – There had been a failure in the service for some elements of your complaint, but in others we acted in line with our policies. 2 cases were partially upheld.

Not upheld – We acted in line with our policies and there has been no failure in service. 4 cases were not upheld.

Have we refused a complaint?

We have not refused to hear any complaints.

What have we done as a result of the complaints?

Remedial action was taken in 4 cases.

No service improvements were required in 5 cases.

Complaints referred to the Housing Ombudsman Service

No complaints were referred to the Housing Ombudsman Service.

Service Requests

During the year we received 27 Service Requests across our Housing Services.

That means of the 570 individuals that lived in our properties, 4.7% of them had cause to complain.

YMCA BLACK COUNTRY GROUP

The service requests and complaint's themes were as follows:

- 1 – Anti-Social behaviour
- 1 – Conduct of a visitor
- 1 – Conduct of an external contractor
- 2 – Regarding our processes
- 1 – Maintenance of our property
- 10 – Conduct of a resident
- 11 - Conduct of staff

Of the service requests received we upheld 12, partially upheld 6, 2 are ongoing and 7 we didn't uphold.

Of the individuals that raised a complaint, according to our Tenant Satisfaction measures, only 58.8% were satisfied with our approach. Though this is better than the YMCA Benchmarked average, we want to do better.