

**- YMCA Doncaster -  
Annual Residents' Complaints  
Performance and Service Improvement Report 2023-2024**

**Introduction**

As part of the Housing Ombudsman's Complaint Handling Code, YMCA Doncaster is required to publish information related to the complaints received from residents each year.

A revised Complaints Policy has been published on YMCA Doncaster's website to ensure compliance with the Code. This is available via <https://ymcadoncaster.org.uk/resident-info-stat>

YMCA Doncaster have also published a self-assessment against the code in line with the Housing Ombudsman's requirements. This is available via <https://ymcadoncaster.org.uk/resident-info-stat>

**Qualitative and Quantitative Analysis of Complaint Handling**

During 2023/24 11 complaints were received from residents.

3 complaints were regarding noise from other residents  
3 complaints were regarding harassment from other residents  
4 complaints were regarding an altercation between residents  
1 complaint was regarding a staff member

All complaints were concluded satisfactorily and within 10 working days.

Actions taken included:

Police investigation regarding harassment.  
Enforcing corridor bans to reduce altercations.  
Apology from a staff member. Reflection and clarity over conversation that caused complaint.  
Warnings were issued for noise nuisance, disruption and harassment.

The complaints were dealt with fairly and consistently and within acceptable response times.

**Summary of the Types of Complaints YMCA Doncaster Has Refused to Accept**

There have been no complaints that YMCA Doncaster has refused to accept.

**Learning and Improvements**

The Accommodation Manager held internal training on dealing with complaints in the Housing Worker meetings on 19<sup>th</sup> April 2024; this including working through scenarios.

The Duty Managers' Meeting held on 18<sup>th</sup> January 2024 discussed the importance of supporting victims of harassment to contact the police.

Noise nuisance is monitored closely and duty staff have regular reminders from the Accommodation Manager to ensure that the consequences of this are consistent and in line with the Warnings Procedure.

Staff 121s include reflections on complaints and discussions on improvement of practice.

**Feedback about performance from Ombudsman**

There has been no feedback received from the Ombudsman.

**The Board of Governors response to the report**

Date of Board review of report: 25<sup>th</sup> July 2024

Comments Made:

The Board accepted the report.

Member Responsible for Complaints Name: GARY MOSS

Member Responsible for Complaints Signature: GMOSS