

**- YMCA Doncaster -
Annual Residents' Complaints
Performance and Service Improvement Report 2025-26**

Introduction

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

The Compliments and Complaints Policy is published on YMCA Doncaster's website to ensure compliance with the Code. This is available via <https://ymcadoncaster.org.uk/wp-content/uploads/2026/07/Complaints-and-Compliments-Policy-July-2026.pdf>

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

Qualitative and Quantitative Analysis of Complaint Handling

During 2025/26 20 complaints were received, this is compared to 34 complaints received the previous year. The complaints process is widely promoted, and staff are registering all resident dissatisfaction that they are aware of (even where the term 'complaint' is used).

9 complaints were linked to service requests
2 complaints were about noise from other residents
4 complaints were regarding cleanliness (where residents were responsible for cleaning)
4 complaints were against staff members
1 complaint regarding stolen items (food)

All complaints were concluded at stage one.

Action taken included:

Staff reminded residents not to take food (or other items) that does not belong to them.
Staff reiterated expectations regarding cleanliness of shared spaces.
Staff training and reminders to residents on 'appropriate dress' for residents in communal areas.
Additional washing machine purchased to meet demand.
Warnings were issued where appropriate.

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.

Two complaints could not be concluded as the resident would not engage in the process.

Learning and Improvements

The Housing Manager is now running informal gatherings with clients every Thursday. This provides an opportunity for the clients to raise any concerns about the service.

House Meetings are held monthly with minutes uploaded onto the Residents' Hub.

Noise nuisance is monitored closely and dealt with proactively. There has been a reduction from six complaints for noise nuisance in 24/25 to two in 25/26.

The Housing Manager conducts one-to-one reflective practice to improve staff confidence in dealing with complaints.

Housing staff have recently completed Professional Boundaries training.

All new frontline staff and managers are inducted on dealing with complaints appropriately.

Feedback about performance from Ombudsman

There has been no feedback from the Ombudsman.

The Board of Governors response to the report

Date of Board review of report: *1st July 2026*

Comments Made: *None*

Member Responsible for Complaints Name: *ANDREW THOMAS*

Member Responsible for Complaints Signature: *Andrew Thomas*