

Complaint Performance and Service Improvement Report 2025

1. Introduction

YMCA Humber is committed to hearing and learning from the experiences of our residents, service users and customers. We welcome all feedback, including compliments and complaints, as it helps us understand what we do well and where we need to improve.

As a people-focused organisation, we aim to provide exceptional-quality services and ensure that anyone who feels they have not received the expected standard of support or care is listened to, treated fairly and responded to promptly.

We believe that complaints help us improve services, while compliments recognise good practice and success. Together, this feedback strengthens the support we provide and our mission to transform lives. The information in this report covers the 2025 Financial Year (1st Jan – 31st Dec 2025)

2. Housing Ombudsman Code of Conduct

The Housing Ombudsman's Complaint Handling Code sets out the standards and expectations that landlords are required to follow when managing complaints. A key requirement of the Code is the publication of an annual complaints' performance and service improvement report, demonstrating how organisations learn from feedback and use this to improve services.

In line with the Housing Ombudsman Complaint Handling Code, YMCA Humber has completed its annual self-assessment against the Code, which is available on our website.

Our Residents' Handbook outlines the standards of service residents can expect from YMCA Humber and explains how complaints can be raised. This information is provided to residents when they move into our accommodation and is available throughout their time with us.

Whilst the Code specifically relates to landlord services, we believe it is important to review complaints handling across all areas of the organisation. This report therefore reflects complaints received across our wider services and demonstrates our commitment to accountability, continuous learning and service improvement across the organisation.

3. Complaints received in 2025

Area	Stage 1	Stage 2	Referrals to the Regulators (Housing Ombudsman / OFSTED)
Housing	3	0	0
Bradbury Café	1	0	N/A
Total	4	0	0

4. Details of Complaints

Area	Date	Complainant	Details
Housing	Feb 2025	Previous resident	Missing belongs after leaving accommodation
Housing	Sept 2025	External	Attitude of staff member during telephone call
Housing	Sept 2025	Resident	Concern regarding delivery of post to room
Cafe	December 2025	Customer	Attitude of staff member when visiting cafe

5. How we are improving

We continue to develop a culture where all feedback, including complaints, assist us in improving services and outcomes for our residents. In 2025 we have:

- Improved our access to information on how to provide feedback, including compliments and complaints. This is via our website and simplified information within all our service delivery areas.
- Simplified our complaints policy to remove any duplication and confusion.
- All our senior leadership have again completed the Housing Ombudsman Complaint Handling training.
- We have ensured all staff are aware of how to make a compliment or complaint and this has been regularly discussed in team meetings and staff meetings.
- Reviewed and updated our annual self-assessment, as required by the Housing Ombudsman.

6. Response from YMCA Humber Board of Trustees

The Board of Trustees, supported by the People, Policy and Compliance Member Responsible for Complaints (MRC), has reviewed this report and noted the organisation's self-assessment against the Housing Ombudsman Complaint Handling Code.

The Board, Executive Team and operational management teams remain committed to maintaining high standards of care, support and service for residents, service users, staff, volunteers, partners and suppliers.

Complaints are managed through a fair process, and feedback is used to improve the way we work. The Board is satisfied that this report provides an accurate overview of complaints handling during 2025 and reflects YMCA Humber's commitment to high standards of service, care and accountability.

Kate Conway 8/6/26.
CEO

05/06/2026

Jack Parr
Trustee & Member Responsible for Complaints