



YMCA FAIRTHORNE GROUP

Housing Complaints Performance and Service Improvement Report FY2024/25

Registered Charity Number: 1146415
Registered Provider of Social Housing 4875

YMCA

Here for young people
Here for communities
Here for you

Governing Body Response to the Annual Complaints Performance and Service Improvement Report

The Board of Trustees for YMCA Fairthorne Housing (the "Governing Body") are of the view that complaints form an important tool for us an organisation in ensuring that we are delivering housing services to residents at the expected standards. It is important to us that we not only meet legal and moral obligations, but also that we are able to meet the expectations of our residents in all that we offer in our supported housing and in our general needs housing.

As a Governing Body, we ensure that there is appropriate scrutiny over complaints, with reviews occurring at regular intervals. A complaints report is provided to Trustees of both the Governing Body and the parent charity regularly throughout the year, and any serious complaints are reported to the Governing Body. This provides Trustees with the opportunity to oversee and influence service delivery in line with expected standards.

It is our view that, as a Governing Body, we have ample opportunity to interrogate the performance of complaints handling across the organisation, whilst also having opportunities to influence any service improvements that arise from any complaints made. Additionally, we continue to welcome the opportunity for external scrutiny over our complaints handling performance and service improvements via the Housing Ombudsmen Annual Complaints and Service Improvement Report.

Peter West
Chair, YMCA Fairthorne Housing



Complaints Performance and Service Improvement Report FY2024/25

Complaints Reporting Summary

We received a total of six complaints during the 2024/25 financial year. A breakdown of those complaints have been listed below.

	2024/25	2023/24
Housing Procedures & Rules	3	3
Anti-Social Behaviour	1	2
Rent account charges	0	1
Staff Conduct	2	0
Total	6	6

Of those complaints above, two were in relation to YMCA Basingstoke, four across our sites that make up YMCA Southampton and none in relation to YMCA The Lodge (Isle of Wight). Of those complaints, a total of four were upheld, all at YMCA Southampton. No complaints were refused

Following a review of the complaints that have been raised, the following service improvements were made as a direct result:

- Residents were refreshed on expectations, including the house rules, to help build a shared and common understanding of what is expected. This included providing clarity behind some decisions that have been made, such as rules surrounding under 18's staying in the building overnight.
- An internal review is taking place into how anti-social behaviour is managed in all YMCA Fairthorne Housing settings.
- Visitor times and expectations have been updated and refreshed in line with consultation that has taken place with residents, specifically at YMCA Southampton.
- After a successful introduction of practices that ensure youth voices are heard within our settings, we have continued to strengthen the relationship with our residents to ensure two-way communication is fully present.

Peter West
Chair of the Board

Josh Towers
Director of Youth Services

Complaints Code Self-Assessment

Section 1: Definition of a complaint

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
1.2	A complaint must be defined as: <i>'an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.'</i>	Yes	Complaints Policy	Wording in the Complaints Policy is exact to the wording laid out in the code requirement.
1.3	A resident does not have to use the word 'complaint' for it to be treated as such. Whenever a resident expresses dissatisfaction landlords must give them the choice to make complaint. A complaint that is submitted via a third party or representative must be handled in line with the landlord's complaints policy.	Yes	Complaints Policy Complaints Log	All complaints, regardless of whether the word complaint is used are handled in line with the complaints policy. Any complaints that are not considered service requests that are submitted via third parties are handled in line with the policy.
1.4	Landlords must recognise the difference between a service request and a complaint. This must be set out in their complaints policy. A service request is a request from a resident to the landlord requiring action to be taken to put something right. Service requests are not complaints, but must be	Yes	Complaints Policy Complaints Log Housing Mgmt System Facilities Logging System	Our complaints policy provides clear definitions of a complaint and a service request. Staff are trained in line with the policy and expectations and can understand the difference between a service request and a complaint. All complaints are logged according to our complaints policy and

	recorded, monitored and reviewed regularly.			all service requests are recorded in Inform, our Housing Management system or Comply, our facilities logging system.
1.5	A complaint must be raised when the resident expresses dissatisfaction with the response to their service request, even if the handling of the service request remains ongoing. Landlords must not stop their efforts to address the service request if the resident complains.	Yes	Complaints Policy	Our complaints policy outlines the approach to be taken when a service user is dissatisfied with the handling of a service request. The policy states that dissatisfaction will mean a complaint is raised whilst the service request continues to be addressed.
1.6	An expression of dissatisfaction with services made through a survey is not defined as a complaint, though wherever possible, the person completing the survey should be made aware of how they can pursue a complaint if they wish to. Where landlords ask for wider feedback about their services, they also must provide details of how residents can complain.	Yes	Complaints Policy	Our complaints policy outlines that any survey targeting customers or service users must contain information on how to complain. Staff are trained to ensure that all residents understand how they can raise a complaint if needed.

Section 2: Exclusions

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
2.1	Landlords must accept a complaint unless there is a valid reason not to do so. If landlords decide not to accept a complaint, they must be able to evidence their reasoning. Each complaint must be considered on its own merits.	Yes	Complaints Policy	Our policy states limited reasons as to why a complaint will not be accepted. All complaints will be accepted unless they meet these policy thresholds, of which very few are expected not to be accepted.
2.2	<p>A complaints policy must set out the circumstances in which a matter will not be considered as a complaint or escalated, and these circumstances must be fair and reasonable to residents. Acceptable exclusions include:</p> <ul style="list-style-type: none"> The issue giving rise to the complaint occurred over twelve months ago. Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court. Matters that have previously been considered under the complaints policy. 	Yes	Complaints Policy	<p>Our complaints policy outlines acceptable exclusions, including that matters occurred over twelve months ago, or if complaints are considered to be vexatious in nature. Where legal claims have been made, such as a legal claim, those processes will take precedence.</p> <p>Any matters that have been considered under the complaints policy, including an appeal to the next level if the resident is dissatisfied with the outcome, will not be reheard under the policy.</p>
2.3	Landlords must accept complaints referred to them within 12 months of the issue occurring or the resident becoming aware of the issue,	Yes	Complaints Policy	Our complaints policy outlines that, outside of any other exclusion criteria, that any complaint raised within 12 months of the

	unless they are excluded on other grounds. Landlords must consider whether to apply discretion to accept complaints made outside this time limit where there are good reasons to do so.			matter occurring will be accepted.
2.4	If a landlord decides not to accept a complaint, an explanation must be provided to the resident setting out the reasons why the matter is not suitable for the complaints process and the right to take that decision to the Ombudsman. If the Ombudsman does not agree that the exclusion has been fairly applied, the Ombudsman may tell the landlord to take on the complaint.	Yes	Complaints Policy Complaints Procedure	Our complaints policy states that all complaints must be acknowledged. The resident will be made aware of the fact that their complaint has not been accepted at this stage. A copy of the complaints policy is sent to all residents which includes the relevant Ombudsman information.
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	Complaints Policy Complaints Procedure	All complaints are assigned to a Director within the Charity to review in line with the complaints policy and procedure. This means that all complaints are reviewed individually and on their own merit.

Section 3: Accessibility and Awareness

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
3.1	Landlords must make it easy for residents to complain by providing different channels through which they can make a complaint. Landlords must consider their duties under the Equality Act 2010 and anticipate the needs and reasonable adjustments of residents who may need to access the complaints process.	Yes	Complaints Policy	Our complaints policy states that all communications channels are acceptable to raise a complaint to ensure that approaches are fully accessible. Complaints can be raised over the phone or verbally.
3.2	Residents must be able to raise their complaints in any way and with any member of staff. All staff must be aware of the complaints process and be able to pass details of the complaint to the appropriate person within the landlord.	Yes	Complaints Policy Complaints Procedure	All staff are trained on the complaints procedure and are encouraged to be open about these procedures with residents. Given the supported nature of our housing accommodation, some residents may find it easier to raise their complaints with support staff who understand how to forward those complaints to the correct internal channels.
3.3	High volumes of complaints must not be seen as a negative, as they can be indicative of a well-publicised and accessible complaints process. Low complaint volumes are potentially a sign that residents are unable to complain.	Yes	Complaints Policy	Our complaints policy is clear on our commitment to organisational learning. A high volume of complaints would never be deemed as negative as they provide opportunities to learn and demonstrate an open and supportive environment within our housing settings.
3.4	Landlords must make their complaint policy	Yes	Website	Our complaints policy is available on our website

	available in a clear and accessible format for all residents. This will detail the two-stage process, what will happen at each stage, and the timeframes for responding. The policy must also be published on the landlord's website.		Housing Buildings	for individuals to access, is readily available in our housing settings in a visible location and staff are aware of where to find copies of the complaints policy to provide to residents should they need it. When a complaint is raised by a resident, a copy of the complaint is sent to them as part of the acknowledgement.
3.5	The policy must explain how the landlord will publicise details of the complaints policy, including information about the Ombudsman and this Code.	Yes	Complaints Policy	Cited throughout the complaints policy is reference to ensuring that the policy is available to all residents, including information on how to refer matters to the Housing Ombudsman if required.
3.6	Landlords must give residents the opportunity to have a representative deal with their complaint on their behalf, and to be represented or accompanied at any meeting with the landlord.	Yes	Complaints Policy	The complaints policy outlines that complaints can be raised by individuals, third parties and representatives on behalf of others.
3.7	Landlords must provide residents with information on their right to access the Ombudsman service and how the individual can engage with the Ombudsman about their complaint.	Yes	Complaints Policy	The complaints policy references the Housing Ombudsman throughout and residents raising complaints are made aware if they are unhappy with the outcome of their complaint that they can refer the matter to the Ombudsman.

Section 4: Complaint Handling Staff

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
4.1	Landlords must have a person or team assigned to take responsibility for complaint handling, including liaison with the Ombudsman and ensuring complaints are reported to the governing body (or equivalent). This Code will refer to that person or team as the 'complaints officer'. This role may be in addition to other duties.	Yes	Complaints Policy Complaints Procedure	Our complaints policy and procedure name the Executive Assistant to the CEO as the individual responsible for handling complaints. Internal processes dictate that the responsibilities are clearly handed over when the complaints officer is not available to ensure that all complaints are handled within a reasonable timeframe.
4.2	The complaints officer must have access to staff at all levels to facilitate the prompt resolution of complaints. They must also have the authority and autonomy to act to resolve disputes promptly and fairly.	Yes	Complaints Policy Complaints Procedure	The named contact is responsible for coordinating the complaints handling process. This individual has access to all levels of staff, including Director's who will investigate and respond to complaints and the CEO who will handle the appeal to any complaints.
4.3	Landlords are expected to prioritise complaint handling and a culture of learning from complaints. All relevant staff must be suitably trained in the importance of complaint handling. It is important that complaints are seen as a core service and must be resourced to handle complaints effectively	Yes	Complaints Policy	All staff who are involved in the complaints handling process are appropriately trained during their onboarding process. The timeframes set out in our complaints policy and procedure demonstrate the level of priority that must be placed on ensuring that complaints are investigated and responded to in an appropriate timeframe.

Section 5: The Complaint Handling Process

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
5.1	Landlords must have a single policy in place for dealing with complaints covered by this Code. Residents must not be treated differently if they complain.	Yes	Complaints Policy	There is one single complaints policy that covers the whole charity, with an appended procedure document. Every resident, regardless of their relationship with the charity, will be treated equally and in accordance with this policy.
5.2	The early and local resolution of issues between landlords and residents is key to effective complaint handling. It is not appropriate to have extra named stages (such as 'stage 0' or 'informal complaint') as this causes unnecessary confusion.	Yes	Complaints Policy	All complaints are handled in a two-stage process. The first stage aims to resolve the complaint formally, with the second stage being an appeal stage to allow the resident the opportunity to dispute the outcome to their formal complaint if they are dissatisfied. All complaints will be handled in line with this policy and there is no informal stage.
5.3	A process with more than two stages is not acceptable under any circumstances as this will make the complaint process unduly long and delay access to the Ombudsman.	Yes	Complaints Policy	There are only two stages listed within our complaints policy, as described in 5.2.
5.4	Where a landlord's complaint response is handled by a third party (e.g. a contractor or independent adjudicator) at any stage, it must form part of the two stage complaints process set out	No		There are no processes currently that involve third parties to handle complaint responses on our behalf. Our complaints policy will be updated to reflect

	in this Code. Residents must not be expected to go through two complaints processes.			this should that change in the future.
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	No		See response to 5.4.
5.6	When a complaint is logged at Stage 1 or escalated to Stage 2, landlords must set out their understanding of the complaint and the outcomes the resident is seeking. The Code will refer to this as "the complaint definition". If any aspect of the complaint is unclear, the resident must be asked for clarification.	Yes	Complaints Policy Complaints Procedure	Our complaints procedure outlines that an acknowledgement to a complaint will be sent, including the name of the investigating Director. After the acknowledgement is sent, the investigating Director is expected to reach out to clarify the nature of the complaint and raise any questions should further information be required prior to carrying out their investigation. This is the same at stage 2.
5.7	When a complaint is acknowledged at either stage, landlords must be clear which aspects of the complaint they are, and are not, responsible for and clarify any areas where this is not clear.	Yes	Complaints Policy Complaints Procedure	All complaints are acknowledged centrally as stated in both the complaints policy and procedure. Once the complaint has been assigned to a Director for review, they will confirm back to the resident as to whether any areas of the complaint are not the responsibility of the charity to respond to.
5.8	At each stage of the complaints process, complaint handlers must:	Yes	Complaints Policy Complaints Procedure	All residents have the opportunity to put their complaint forward initially, as well as a further opportunity once the Director has

	<ul style="list-style-type: none"> a. deal with complaints on their merits, act independently, and have an open mind; b. give the resident a fair chance to set out their position; c. take measures to address any actual or perceived conflict of interest; and d. consider all relevant information and evidence carefully. 			<p>been assigned to handle the complaint. At this stage, all complaints will be handled fairly, in line with the procedure and will provide residents with multiple opportunities to set out their position. If residents feel that they have not been heard fairly, they have the opportunity to appeal at stage 2 of the complaints process.</p>
5.9	<p>Where a response to a complaint will fall outside the timescales set out in this Code, the landlord must agree with the resident suitable intervals for keeping them informed about their complaint.</p>	Yes	Complaints Policy	<p>The complaints policy outlines timescales within which a complaint must be resolved. If a complaint will not be resolved within those timescales, the policy expects the Director handling the case to reach out to the resident to make them aware. The Director is then expected to keep in communication with the resident with regards to the progress being made to resolve the complaint.</p>
5.10	<p>Landlords must make reasonable adjustments for residents where appropriate under the Equality Act 2010. Landlords must keep a record of any reasonable adjustments agreed, as well as a record of any disabilities a resident has</p>	Yes	<p>Equal Opportunities Policy</p> <p>Complaints Policy</p>	<p>Our intention is that anybody should be able to raise complaints without any barriers to doing so. Both our complaints policy and equal opportunities policy outline steps to be taken to ensure that</p>

	disclosed. Any agreed reasonable adjustments must be kept under active review.			any barriers to individuals raising a complaint are broken down.
5.11	Landlords must not refuse to escalate a complaint through all stages of the complaints procedure unless it has valid reasons to do so. Landlords must clearly set out these reasons, and they must comply with the provisions set out in section 2 of this Code.	Yes	Complaints Policy	Unless a complaint is not accepted at stage 1, as described in 2.4, no complaints will be refused from escalating through the complaint stages outlined in the Complaints Policy. Any complaint that is addressed through stage 1 is allowed to progress through stage 2.
5.12	A full record must be kept of the complaint, and the outcomes at each stage. This must include the original complaint and the date received, all correspondence with the resident, correspondence with other parties, and any relevant supporting documentation such as reports or surveys.	Yes	Complaints Policy Complaints Log Complaints Files	All complaints are allocated a Complaint Case Number which is recorded in the central complaints log. When a complaint is raised, a case file is opened by the complaints handler and all communications, evidence and other documentation is recorded within this case file which is retained.
5.13	Landlords must have processes in place to ensure a complaint can be remedied at any stage of its complaints process. Landlords must ensure appropriate remedies can be provided at any stage of the complaints process without the need for escalation.	Yes	Complaints Policy	Complaints can be remedied at any stage of the complaints process with an intention to be able to satisfactorily remedy a complaint at stage 1 without the need for escalation.
	Landlords must have policies and procedures in place for managing unacceptable behaviour from residents and/or	Yes	Licence Agreement House Rules	All residents sign a licence agreement which states expectations that they adhere to, including

5.14	their representatives. Landlords must be able to evidence reasons for putting any restrictions in place and must keep restrictions under regular review.		Anti-Social Behaviour Management Practices Housing Mgmt System	that they adhere to house rules or 'The Deal' as part of that. Operating procedures are in place at site level to manage unacceptable behaviour and any actions taken are logged on an individual's case file within the Housing Management system (InForm).
5.15	Any restrictions placed on contact due to unacceptable behaviour must be proportionate and demonstrate regard for the provisions of the Equality Act 2010.	Yes	Anti-Social Behaviour Management Practices	Standard practices are in place at site level to take action when unacceptable behaviour occurs. Support workers are involved in the planning of action taken, as well as Housing Management, to ensure that action is fair and proportionate and reflects on any additional needs of individuals impacted.

Section 6: Complaints Stages

Stage 1

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.1	Landlords must have processes in place to consider which complaints can be responded to as early as possible, and which require further investigation. Landlords must consider factors such as the complexity of the complaint and whether the resident is vulnerable or at risk. Most stage 1 complaints can be resolved promptly, and an explanation, apology or resolution provided to the resident.	Yes	Complaints Policy	The Complaints Policy outlines an intention to respond to the complaint within 10 working days, however where a complaint may be of a more complex nature, that the complaint may be resolved within 20 working days. Support workers may be engaged during the complaint process if the resident is deemed to be vulnerable, at risk or have additional needs that need to be met.
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure <u>within five working days of the complaint being received.</u>	Yes	Complaints Policy Complaints Procedure	The Complaints Policy and Procedure outline a requirement for the CEO's office to acknowledge any complaint within five working days of the complaint being received.
6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.	Yes	Complaints Policy Complaints Procedure	See commentary for 6.1.
6.4	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident of the expected timescale for response. Any extension must be no	Yes	Complaints Policy Complaints Procedure	See commentary for 6.1.

	more than 10 working days without good reason, and the reason(s) must be clearly explained to the resident.			
6.5	When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman.	Yes	Complaints Policy Complaints Procedure	All residents raising complaints about regulated activities will be provided with the details for the Ombudsmen in the initial acknowledgement of their complaint.
6.6	A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident.	Yes	Complaints Policy Complaints Procedure	All complaints must be responded to within the timeframes stated within the policy. The complaint handler is expected to communicate the outcome to the resident at the earliest opportunity (i.e. when the outcome is known) and include any potential actions that are required to remedy the complaint at that stage.
6.7	Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.	Yes	Staff Training	All complaints handlers are communicated with regarding expectations in how to respond to a complaint, which includes the expectations in ensuring that all points are addressed with clear reasoning as to any decisions made in relation to each element of any complaint.
6.8	Where residents raise additional complaints during the investigation, these must be incorporated into the stage 1 response if they are related and the stage 1 response has	Yes	Complaints Policy	Our complaints policy outlines that any additional complaints raised relating to the matter at hand should be included in the stage 1 response unless, at the point that additional

	not been issued. Where the stage 1 response has been issued, the new issues are unrelated to the issues already being investigated or it would unreasonably delay the response, the new issues must be logged as a new complaint.			complaints were raised, that the stage 1 response has already been sent. Any new or unrelated issues will be raised as a new complaint.
6.9	<p>Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language:</p> <ul style="list-style-type: none"> • the complaint stage; • the complaint definition; • the decision on the complaint; • the reasons for any decisions made; • the details of any remedy offered to put things right; • details of any outstanding actions; and • details of how to escalate the matter to stage 2 if the individual is not satisfied with the response. 	Yes	Staff Training	See commentary for 6.7.

Stage 2

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.10	If all or part of the complaint is not resolved to the resident's satisfaction at stage 1, it must be progressed to stage 2 of the landlord's procedure. Stage 2 is the landlord's final response.	Yes	Complaints Policy	The complaints policy is a 2-stage process, with stage 2 being the final response. All complaints that have been handled through stage 1 can be escalated to stage 2 if the resident is not satisfied with the outcome.
6.11	Requests for stage 2 must be acknowledged, defined and logged at stage 2 of the complaints procedure within five working days of the escalation request being received.	Yes	Complaints Policy Complaints Procedure	A complaint being escalated to stage 2 will follow the same acknowledgement process to a new complaint, whereby the resident will be acknowledged of the receipt of the escalation within 5 working days.
6.12	Residents must not be required to explain their reasons for requesting a stage 2 consideration. Landlords are expected to make reasonable efforts to understand why a resident remains unhappy as part of its stage 2 response.	Yes	Complaints Policy Complaints Procedure	The Complaints Policy does not outline any requirement for residents to have to explain why their complaint has been escalated to stage 2.
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	Complaints Policy	The Complaints Policy clearly notes that the stage 1 and stage 2 complaints handlers must not be the same person.
6.14	Landlords must issue a final response to the stage 2 <u>within 20 working days</u> of the complaint being acknowledged.	Yes	Complaints Policy Complaints Procedure	The Complaints Policy and Procedure outline a requirement for all stage 2 final responses to be delivered within 20 working days. At the discretion of the complaints handler, this

				period can be extended if there is a need providing that reasonable justification is shared with the resident.
6.15	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident of the expected timescale for response. Any extension must be no more than 20 working days without good reason, and the reason(s) must be clearly explained to the resident.	Yes	Complaints Policy Complaints Procedure	See commentary for 6.14.
6.16	When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman.	Yes	Complaints Policy Complaints Procedure	All residents are provided with contact details for the Ombudsmen at the point that their complaint is acknowledged. The Complaints Policy and Procedure also states that these contact details must be shared at the point that an extension is communicated.
6.17	A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident.	Yes	Complaints Policy Complaints Procedure	The outcome process for stage 2 is the same as the outcome process for stage 1, as described in 6.6.

6.18	Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.	Yes	Staff Training	The outcome process for stage 2 is the same as the outcome process for stage 1, as described in 6.7.
6.19	Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language: <ul style="list-style-type: none"> a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied. 	Yes	Staff Training	The outcome process for stage 2 is the same as the outcome process for stage 1, as described in 6.7.
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Yes	Complaints Policy	The Complaints Policy is clear that Stage 2 is the final response. At all stages of the complaints handling process, all suitable staff will be involved as needed to issue a response.

Section 7: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
7.1	<p>Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right. These can include:</p> <ul style="list-style-type: none"> • Apologising; • Acknowledging where things have gone wrong; • Providing an explanation, assistance or reasons; • Taking action if there has been delay; • Reconsidering or changing a decision; • Amending a record or adding a correction or addendum; • Providing a financial remedy; • Changing policies, procedures or practices. 	Yes	<p>Complaints Policy</p> <p>Complaints Procedure</p> <p>Complaints Log</p> <p>Staff Training</p>	<p>The complaints policy and procedure outlines the process to follow when a complaint is upheld. Complaint handlers are provided with training to ensure that all information needed in a response is included, especially when acknowledging and upholding complaints that have been made. The response is expected to include any actions already taken to put things right, and any actions that need to be taken in the future and when those actions are intended to be completed by.</p> <p>The complaints log outlines all complaints that have been upheld, and the remedies that have been put in place if there is a financial element to that remedy.</p>
7.2	<p>Any remedy offered must reflect the impact on the resident as a result of any fault identified.</p>	Yes	<p>Complaints Policy</p>	<p>The complaints policy clearly outlines that any remedy offered to residents when a complaint is upheld must reflect the impact that any issue has had on that resident.</p>

7.3	The remedy offer must clearly set out what will happen and by when, in agreement with the resident where appropriate. Any remedy proposed must be followed through to completion.	Yes	Staff Training	See commentary for 7.2.
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	Complaints Policy	The Complaints Policy clearly outlines that any guidance issued by regulatory bodies or the Ombudsmen will be taken account of when deciding on any potential remedies to complaints.

Section 8: Self-assessment, reporting and compliance

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
8.1	<p>Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include:</p> <ol style="list-style-type: none"> the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements. a qualitative and quantitative analysis of the landlord's complaint handling performance. This must also include a summary of the types of complaints the landlord has refused to accept; any findings of non-compliance with this Code by the Ombudsman; the service improvements made as a result of the learning from complaints; any annual report about the landlord's performance from the Ombudsman; and any other relevant reports or publications produced by the Ombudsman in 	Yes	Complaints Performance and Service Improvement Report	Annual reporting and self-assessment has been completed as required, since inception, and reported accordingly. The report is available on our website for public review.

	relation to the work of the landlord.			
8.2	The annual complaints performance and service improvement report must be reported to the landlord's governing body (or equivalent) and published on the on the section of its website relating to complaints. The governing body's response to the report must be published alongside this.	Yes	Complaints Performance and Service Improvement Report Website	See commentary for 8.1.
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes		It is noted that the Director of Youth Services will carry out a review or self-assessment as part of any large changes or and changes in procedure as the Director overseeing all housing activities.
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes		It is noted that the Director of Youth Services will review and update the self-assessment following any Ombudsman investigation, should this happen in the future.
8.5	If a landlord is unable to comply with the Code due to exceptional circumstances, such as a cyber incident, they must inform the Ombudsman, provide information to residents who may be affected, and publish this on their website Landlords must provide a timescale for returning to compliance with the Code.	Yes		It is noted that the Director of Youth Services takes responsibility to inform the Ombudsman if the Charity is unable to comply with any of its responsibilities due to exceptional circumstances.

Section 9: Scrutiny & oversight: continuous learning and improvement

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
9.1	Landlords must look beyond the circumstances of the individual complaint and consider whether service improvements can be made as a result of any learning from the complaint.	Yes	Complaints Policy	Our Complaints Policy clearly outlines a commitment to organisational learning, meaning that complaint handlers are expected to determine whether any recommendations for changes are required as part of the outcome for the complaint.
9.2	A positive complaint handling culture is integral to the effectiveness with which landlords resolve disputes. Landlords must use complaints as a source of intelligence to identify issues and introduce positive changes in service delivery.	Yes	Staff Training	All staff in YMCA Fairthorne Housing settings understand the importance of a positive complaints culture and are actively encouraged to share the complaints process, policy and procedure with residents who raise concerns.
9.3	Accountability and transparency are also integral to a positive complaint handling culture. Landlords must report back on wider learning and improvements from complaints to stakeholders, such as residents' panels, staff and relevant committees.	Yes	YMCA Board Sub-Committees Complaints Reporting	YMCA Fairthorne Group operates a number of Board Sub-Committees, including one that looks at the quality of our service delivery. A complaints report is regularly supplied to this committee, which includes members of the Board of Trustees. Complaints are also reported to the Board of Trustees for YMCA Fairthorne Housing.
9.4	Landlords must appoint a suitably senior lead person as accountable for their complaint handling. This	Yes	Complaints Policy	The Director of Youth Services (Housing Director) holds overall accountability for the

	person must assess any themes or trends to identify potential systemic issues, serious risks, or policies and procedures that require revision.			complaints handling process for YMCA Fairthorne Housing, including trend analysis.
9.5	In addition to this a member of the governing body (or equivalent) must be appointed to have lead responsibility for complaints to support a positive complaint handling culture. This person is referred to as the Member Responsible for Complaints ('the MRC').	Yes	Complaints Policy	The Chairperson of the Board for YMCA Fairthorne Housing is the Member Responsible for Complaints (MRC).
9.6	The MRC will be responsible for ensuring the governing body receives regular information on complaints that provides insight on the landlord's complaint handling performance. This person must have access to suitable information and staff to perform this role and report on their findings.	Yes	Complaints Policy	The MRC holds the organisation accountable in ensuring that correct governance and reporting takes place. The MRC has access to sufficient staff within the housing company to ensure these roles can be performed.
9.7	As a minimum, the MRC and the governing body (or equivalent) must receive: <ul style="list-style-type: none"> a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance; b. regular reviews of issues and trends arising from complaint handling; c. regular updates on the outcomes of the Ombudsman's investigations and progress made in 	Yes	Complaints Policy YMCA Board Sub-Committees Complaints Reporting	See commentary for 9.3.

	<p>complying with orders related to severe maladministration findings; and</p> <p>d. annual complaints performance and service improvement report.</p>			
9.8	<p>Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to:</p> <ul style="list-style-type: none"> a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments; b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and c. act within the professional standards for engaging with complaints as set by any relevant professional body. 	Yes	Complaints Policy	<p>YMCA Fairthorne Housing is part of a wider charitable group. The Senior Leadership Team take collective responsibility in collaboratively handling complaints. The broader Housing Management team will be engaged as and when required to ensure that the right resolution to complaints is found. The Complaints Policy outlines a commitment to organisational learning, fostering a culture that complaints raised are opportunities to learn and not situations to place blame. The context of the Complaints Policy ensures that professional standards are maintained at all times.</p>

| GET IN TOUCH

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YMCA FAIRTHORNE HOUSING

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