



BOARD RESPONSE

As the (Board) Member Responsible for Complaints at YMCA Thames Gateway Group, my role is to champion a positive complaint handling culture throughout the business, including at Board level.

This is our second annual Complaints Performance and Service Improvement Report about our landlord services, and covers the financial year 2024-2025.

The Board recognise the need to provide a responsive and effective complaint handling service to residents. A new Complaints policy was introduced last year and the annual self-assessment against the Housing Ombudsman Complaint Handling Code demonstrates that we are compliant.

There has been an increase in the number of complaints, and whilst some of this is no doubt down to greater awareness of the Complaints policy and process, some of it is down to service failure, particularly with delays to getting repairs completed. I know that the Property Services team are working hard to improve this. An example is the considerable improvement in the response times, with over 80% of responses completed within timescale.

There continues to be a focus on learning from complaints and the report sets out a number of service improvements made, and I challenge the team to embed this culture further.

The focus for the coming year will be on reducing the number of complaints received regarding delays to repairs. Progress related to complaints handling will be monitored through the Operations and Programmes Committee.

As we move forward, YMCA Thames Gateway believes that by listening and learning from our residents, we can provide better and more effective services that meet resident need and expectations.

Alice Stevens