

Board of Trustees response to 2023-2024 self-assessment against the Housing Ombudsman Complaints Handling Code (2024 version)

16th September 2024

Requirements of the YMCA Bournemouth Board of Trustees (The governing body)

The Housing Ombudsman's complaint handling code requires one member of the governing body to have lead responsibility for complaints. This role is responsible for working alongside the COO ensure regular information on complaints that provide insight and learning on the Landlord's compliant handling performance.

As a minimum the governing body should receive;

A quarterly report to update the Board on the volume and outcome of complaints, alongside complaint Handling performance. As and when necessary, this will include compliance with the Ombudsman's orders.

The annual performance reports will accompany a self-assessment of performance against the code and will review trends and any issues arising from complaint handling within our housing department.

Response to the Complaints Handling Self-Assessment and updates for 2023-2024

This response follows the Board of trustees meeting held on 16th September 2024.

The Board have appointed a Champion to work with the COO and to review the self-assessment. This is Simon Potterton.

The Board recognises that the Compliments, complaints and concerns policy has been updated to reflect the needs of the Ombudsman complaints handling code and have agreed this amended policy.

The Board recognise that the number of recorded formal complaints have been very low in the last year and that the processes for encouraging complaints in a more accessible manner has been updated, monitoring and recording complaints and service requests has now been changed and internal practice updated to ensure we offer a service which is a more positive culture to encourage complaints and seeing them as a way to improve the service offered to the clients.

The Board recognise that new flow charts and template letters have been produced for managers and staff receiving and then handling complaints to be clear in the procedures and expectations and to make it easier for clients to articulate their complaints.

The self-assessment shows compliance with all areas of the code but with areas for improvement and changes made already.

The Board recognise that the self-assessment, annual performance report and this Board response will all now appear on the YMCA Bournemouth website as a public document and understand their role in governance of complaints going forward.