

Ripon YMCA Annual Complaints Report and Self Assessment.

Introduction:

From 2023/24 we are required to publish a range of information and policy related to complaints. This report responds to the Housing Ombudsman requirements.

The Ombudsman requires a submission on an annual basis by the 30th of June.

1. Tenant Complaints Annual Self Assessment against the Complaint Handling Code – <https://www.housing-ombudsman.org.uk/landlords-info/complaint-handling-code/>

Tenant Complaints Annual Self Assessment is published here:

<https://www.riponymca.org/tenant-information.html>

2. Qualitative and quantitative analysis of complaint handling. Including:
 - Number and a summary of the complaints
 - Types of complaints refused
 - Identifying any non-compliance

Ripon YMCA have not received any complaints in 2023 / 2024

3. Feedback about performance from the Ombudsman

No feedback received

4. Learning and improvements

No complaints received – Managers meet regularly to review safeguarding / incidents / complaints to discuss and log lessons learned.

5. The Board of Trustees response to the report

Date Board reviewed report: 20/6/24

Comments made: No comment

Board Member Responsible for Complaints name:

Yvonne Agard

Board Member Responsible for Complaints Signature: