

## **Board of Trustees response to 2024-2025 self-assessment against the Housing Ombudsman Complaints Handling Code**

**17<sup>th</sup> September 2025**

### **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 will 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 2024-2025**

This response follows the Board of trustees meeting held on 17<sup>th</sup> September 2025.

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 reviewed in 2025, following a large update in 2024 and continues to reflect the needs of the Ombudsman complaints handling code and have agreed the reviewed policy.

The Board recognise that the number of recorded formal complaints have been higher in the last year but most likely this is due to the improvements made to the processes for encouraging complaints in a more accessible manner, alongside better monitoring. The database for recording complaints and service requests has now been implemented 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 self-assessment shows compliance with all areas of the code after areas for improvement and changes were made earlier in 2024.

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.