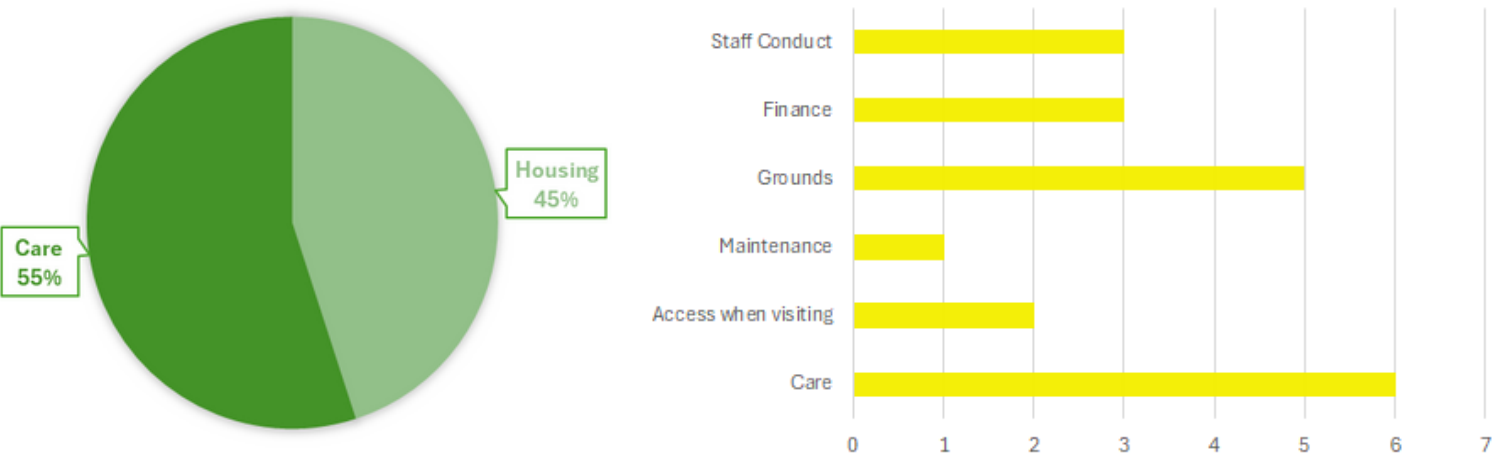


# ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT 2024-2025

We received 20 complaints in the year. No complaints were refused.

Complaints were from the following service areas:    Complaints by type include:



All complaints related to completely separate situations.

Within Housing Services, one complaint was regarding staff conduct, specifically, dissatisfaction with a response to a request made to staff. The majority of complaints (5) related to grounds maintenance. Two of these were from neighbours at two of our sites who were unhappy with foliage growing into their gardens, 2 were about the upkeep of our own grounds and 1 was about litter and rubbish on a site. One complaint was about maintenance, and this was dissatisfaction with works completed. The other two complaints were with regards to finance and included issues with payments and communication.

Yardley Grange received 11 complaints in the year, 5 of these were for various issues relating to the quality of care. These were all isolated incidents. Two complaints were to do with access to the home when staff were not in the reception/office areas. A further complaint was to do with historic fees that had been unresolved and there were two complaints about staff conduct which were about staff behaviour.

Of the 9 complaints received in Housing Services, 6 were made directly by residents and 3 by members of the public. In care, 6 were made by residents and 5 by relatives.

95% (19) of complaints were upheld or partially upheld. One complaint was not upheld (5%).

Only one complaint was appealed. This was a complaint made in the Housing Service and the appeal was partially upheld.

## Lessons Learned

The lessons learned or actions taken as a result of complaints included:

- Service Improvement Plan introduced in care service
- Appropriate HR processes followed for managing conduct or performance
- Increased staff training
- New rota system introduced
- New access system to Yardley Grange introduced
- Improved process for communication
- Grounds maintenance contract to be reviewed in Spring 2025
- Staff Mediation provided

## Response from the Board

The Board of YGT welcomed the annual complaints report and the self-assessment against the revised Complaint Handling Code. In addition to this full report with all data for the year, the Board and Committees receive quarterly updates on the volume and nature of complaints alongside information on improvements made as a result. The Board actively monitors these elements and make recommendations as appropriate. Throughout the year, Board members place emphasis and value on visiting schemes and speaking to residents, using identified themes and feedback to inform strategic decisions on how we run the organisation.

This year, there has been a considerable amount of time invested in ensuring that staff are familiar with our Complaints Policy and training to help them understand the differences between a complaint and a service request. This did lead to an increase in complaints during the year, which was expected and welcomed.

We were pleased to see that that of the respondents that reported that they had made a complaint in the Tenant Satisfaction Measures this year, 80% were satisfied with how they felt the complaint was handled.

There have been no findings of non-compliance or reports from the Housing Ombudsman about the Trust during the year.

We as the Board of YGT are proud that our organisation has an open and transparent culture that welcomes all feedback from residents. The Board, Executive and our teams actively seek out residents' views, not just through complaints, and we work to address any issues and make service improvements.

Rev Lydia Gaston  
Chair of Trustees