

Board Response

I, Paul Byrne the assigned Member Responsible for Complaints (MRC). Trustee, and Chair to the Board of Trustees, am responsible for complaints and can confirm that I have reviewed the Self-Assessment form, new Complaints Policy and the Complaints Performance and Service Improvement Report on behalf of the Board of Trustees.

I am satisfied that the approach to complaint handling by the organisation remains a high priority and that we are compliant with the Housing Ombudsman's Complaint Handling Code, evidenced in the self-assessment and Complaints Performance and Service Improvement Report.

During the coming months we expect to see an enhanced focus on service improvement and learning outcomes from complaints to ensure YMCA East Surrey can continue to demonstrate their commitment to providing a quality standard of service to residents.

On behalf of the Board, I wish to extend thanks to the residents who feedback to staff and for their support and engagement in the completion of the self-assessment and Complaints Performance and Service Improvement Report.

Yours sincerely

Paul Byrne