

26 June 2026

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Board Response

Dear whom it may concern,

As the Board of Trustee's Chairperson, I am satisfied that the approach to complaint handling by the organisation remains a high priority and that we are compliant with the Complaint Handling Code, evidenced in the Complaints Code Self-Assessment and Complaints Performance and Service Improvement Report.

During the coming months we expect to see further enhanced focus on service improvement and learning outcomes from complaints to ensure YMCA East Surrey continue to demonstrate their commitment to the resident voice.

Yours Sincerely,

Paul Byrne

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YMCA enables people to develop their full potential in mind, body and spirit. Inspired by, and faithful to, our Christian values, we create supportive, inclusive and energising communities, where young people can truly belong, contribute and thrive.

SUPPORT & ADVICE

ACCOMMODATION

FAMILY WORK

HEALTH & WELLBEING

TRAINING & EDUCATION