

6 May 2025

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Board Response

Dear whom it may concern,

As the Board of Trustees 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 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 residents.

The Board wishes to extend their thanks to the residents who provided feedback and engagement in not only completing Tenant Satisfaction Measures (TSM's) survey, but also the self-assessment and complaints performance, and service improvement report.

Yours sincerely,

Paul Byrne

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