

READING YMCA; Complaints Review and Comment

On behalf of the Reading YMCA Trustee Board I can confirm.

- I have reviewed the Self-Assessment return and am satisfied that we comply. Areas for improvement have been identified and included in our Action Plan.
- I am encouraged by the low level of complaints, the record keeping and speed of resolution.
- I am pleased to observe through the training and leadership from the YMCA Management, that complaints are viewed as an opportunity to learn and improve service levels.
- I will continue to meet with the Leadership Team bimonthly to review complaints, discuss learns and improvements made.



NEIL DENTON

Reading YMCA Trustee

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.