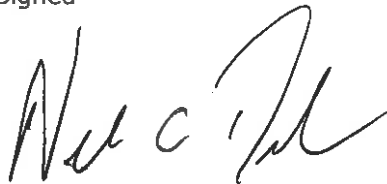


READING YMCA COMPLAINTS REVIEW and COMMENT; May 22nd 2026.

On behalf of Reading YMCA Board I can confirm.

- I have reviewed the Self-Assessment return , and am satisfied we comply. Areas for improvement have been identified and are captured in the Complaints Service Improvement Plan, with completion dates.
- Reading YMCA continues to receive a low number of complaints. The complaints are accurately recorded and resolved quickly , always within prescribed timescales.
- Training on Complaints is delivered to staff by the Leadership Team. Leadership Team see the understanding and resolving of complaints as an opportunity to learn and further improve service levels.
- I will continue to meet with the Leadership Team bimonthly to review complaints, discuss learns and identify opportunities for improvements to our service.

Signed



Neil Denton

READING YMCA Trustee