



**YMCA Reading complaint statistics 2025 to 2026.**

During the year we received six complaints as set out below:

<b>Date</b>	<b>Complainant</b>	<b>Nature of complaints</b>	<b>Outcome date</b>	<b>Completion stage</b>	<b>Outcome</b>
12/5/25	Resident	Issue with heating reported several times over three-week period	14/5/25	Stage one	Upheld
19/07/25	Resident	Staff conduct towards a resident	14/8/25	Stage one	Upheld
25/07/25	Resident	Staff conduct towards resident (as a witness)	14/8/25	Stage one	Upheld
14/11/25	Resident	Staff conduct towards resident	29/11/25	Stage one	Partially upheld
09/01/2026	Resident	Shower/ heating, post-delivery, recycling	16/01/2026	Stage one	Partially upheld
23/02/2026	Resident	Breach of confidentiality by staff	10/03/2026	Stage one	Partially upheld

All complaints were finalised at stage one.

Yours sincerely

Jayne Evanson

General Manager

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