
YMCA Milton Keynes Board of Trustees Response to Annual Feedback Performance & Service Improvement Report 2023/24

- 1.1 YMCA Milton Keynes Board of Trustees is delighted to see that YMCA Milton Keynes received far more compliments (29) than complaints (16) in 2023/24.
- 1.2 The Board is pleased to see that service improvements have been identified for the many of the complaints, including regular group activities in stage 2 kitchens, resident input into the shopping list for stage 1 and improvements to our management of accommodation charges.
- 1.3 The Board is also pleased to note that the number of complaints about wifi is relatively low, because historically this has been an issue.