

# YMCA Milton Keynes Board of Trustees Response to Annual Feedback Performance & Service Improvement Report 2024/25

- 1.1 YMCA Milton Keynes & Northamptonshire Board of Trustees has reviewed the Feedback Performance and Service Improvement Report 2024/25.
- 1.2 The Board is committed to building a culture of learning from complaints - values all feedback, identifies areas for improvement and drives positive change. The Board is therefore pleased to see the increase in complaints and compliments, and also an honest assessment against the Housing Ombudsman Code along with an action plan for improvements. The Member Responsible for Complaints will monitor progress on this action plan.
- 1.3 The Board is pleased to see that service improvements have been identified for many of the complaints received, including installation of a Community Fridge, improved information provided to residents and improved management of complaints to ensure both that issues are recognised early and complaints are responded to promptly. The Board looks forward to further service improvements in 2025/26.