



Extract of the One YMCA Trustee Board meeting

Wednesday 16th July 2025

Held at Hatfield Hub, Comet Way, Hatfield, AL10 NG and via MS Teams

Present: Richard Atkinson (RA) (Chair), Richard Capaldi (RCAP), John Robinson (JR), Peter Mayne (PM), Rachel Redondo (RR), Nicola Grinsted (NG), Alan Victor (AV), Sarah Chaudhry (SC)

Staff:- Guy Foxell (GF), Michael Howe (MH), Peter Fisher (PF), Rob Clark (RC), Lydia Gathogo (LG), Lorraine Stocken (LS) (Minutes)

Virtual: Trustee Observer - Abbey Miles (AM); Staff: Tim Roberts (TR) (part)

Apologies:- Trustees -John Ball (JB), Rosa Watson (RW), Simon Box (SB)
Trustee Observer - Naomi Ledwaba (NL)

Agenda Item 10 - Annual Complaints Report

The Annual Complaints report for Housing Services which forms an essential part of our compliance with the Housing Ombudsman service (HOS) and Housing Regulation Standards, which included a copy of One YMCA's complaint handling code annual self-assessment submission was tabled.

The Board were asked to discuss the self-assessment, 2024 -25 complaint numbers and overall opinion of complaint handlings by the charity and to discuss and designate a Board member as the member responsible for complaints.

The following was agreed.

- The Board agreed to appoint the Chair of the Quality & Performance Committee as the Member Responsible for Complaints (MRC), given that this committee receives and reviews key complaints reports.
- Although the Chair (Simon Box) was not present, it was confirmed that he had agreed to take on the role.
- The appointment was supported by the board without objection.

Action:

- Formalise the appointment of Simon Box as the Member Responsible for Complaints and update governance records accordingly.

Conclusion

- The Board agreed on the importance of balancing complaints with positive feedback.
- The annual complaints report was **AGREED**.
- The meeting concluded with a commitment to continuous improvement in service and reporting.

End of Extract