

Paul Ray-Gain
Facilities Director
Maes Court
St. George's Park
Ditchling Common Road
Burgess Hill
RH15 0SN

16th April 2025

Dear Paul

Thank you for submitting your Annual Complaints Performance and Service Improvement Report covering the period from April 2023 to March 2024.

We acknowledge that no formal complaints were received during the reporting period. Nonetheless, in accordance with Code Provision 8.2, we commend your adherence to the requirement to complete and submit this report, irrespective of complaint volume. Transparent and proactive reporting remains an essential element of effective governance and continuous service improvement.

We encourage you to continue embedding a culture of learning and accountability throughout the organisation. The Trustees will review the information provided as part of our wider oversight responsibilities and may provide further guidance or request additional evidence if needed.

Thank you once again for your commitment to transparency and service quality.

Yours sincerely,

Sister Thomas.

Sister Thomas
Superior General
St. Augustinian Care Trustee