

Paul Ray-Gain
Facilities Director
Maes Court
St Georges Park
Ditchling Common Road
Burgess Hill
RH15 0SN

Thursday 16th April 2026

Dear Mr. Paul Ray-Gain,

Thank you for submitting your annual complaints performance and service improvement reports covering the period from April 2024 to March 2025.

We acknowledge that three formal complaints were received during the reporting period and all of them were dealt with at stage one of the complaints procedure. Nonetheless, in accordance with code provision 8.2, we commend your adherence to the requirement to complete and submit the 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 Miriam,
St. Augustinian Care Trustee

Principal Address:
The Lodge Admin Centre, St George's Park, Ditchling Common, Burgess Hill RH15 0US
The Lodge Main Reception Tel No: 01444 259725
www.anh.org.uk

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