

GOVERNING BODY RESPONSE TO THE ANNUAL COMPLAINTS REPORT 2023 TO 2024

As the Chair of the Board, I am pleased to reflect on Cromwood Housing Limited's commitment to transparent, effective complaint handling as demonstrated in this year's Annual Complaints Performance Report.

This report highlights our steady progress in managing complaints promptly and fairly, with a significant 83% of cases resolved at the initial stage, indicating our focus on resolving issues as early as possible.

Our commitment to continuous improvement is evident in several key areas. We are working to enhance communication around property repairs, including plans for a real-time tracking system to better inform residents on the status of their requests. Furthermore, the ongoing efforts to address anti-social behaviour (ASB) through strengthened partnerships with support teams are encouraging steps towards faster and more efficient resolution of these issues.

Our self-assessment against the Complaint Handling Code shows that, while largely compliant, there is always room for improvement and there were areas requiring further action. Specifically, we noted the absence of Housing Ombudsman contact details in extension notifications. This has now been addressed, ensuring full compliance and reinforcing our commitment to transparency.

Looking ahead, Cromwood remains dedicated to refining our complaints process, using the insights gained from feedback to drive better service and a stronger complaints culture. We will continue to assess our performance, uphold high standards, and respond proactively to any areas of concern.

Nigel Davies
Chairman
Cromwood Housing Limited