
Governing Body Response to the Annual Complaints Performance & Service Improvement Report 2024/25

As a Board, we have reviewed Cromwood Housing Limited's Annual Complaints Performance & Service Improvement Report for 2024/25 and the accompanying Self-Assessment against the Statutory Complaint Handling Code. We endorse both documents and approve their publication on our complaints page, with this response alongside.

This year's report shows seven complaints were received. Acknowledgements were issued within five working days in every case (median one working day). Stage 1 responses met the 10-day target in 57% of cases (median eight days), with three extensions used. One case escalated to Stage 2, and no Ombudsman engagement or findings were recorded during the year. These are small numbers, but they still matter to the people involved; getting the basics right every time is non-negotiable.

Resident feedback through the TSMs is mixed: strong results on keeping tenants informed, respect and safety, but complaints handling (TP09) at 35% is clearly below where we want it and fell by 13 percentage points on last year. We welcome the frank acknowledgement of this in the TSM statement and agree it must be a priority in 2025/26.

We are assured that some important foundations were laid this year. Section 12 of the Complaints Policy has been strengthened to formalise reporting and learning, and extension letters at Stage 1 and Stage 2 now include the Housing Ombudsman's contact details, closing a gap we identified last year. These are practical changes that improve transparency and resident confidence.

Looking ahead, we endorse the improvement plan set out in the report and expect to see measured progress against it:

- Stage 1 timeliness: reach at least 95% within 10 working days and sustain a median of seven days or better.
- Repairs-related complaints: reduce volumes by 20% year-on-year and improve TP03 by 5%.
- Resident experience of complaints (TP09): lift satisfaction to 45%, with better first-contact resolution and clearer outcome letters.

On oversight, we will continue to hold the executive to account through quarterly complaints performance reports to the Board, a half-year management deep-dive on remedies, learning and themes, and the annual publication of this report with our response. This rhythm of reporting will help ensure that learning translates into better day-to-day practice.

Finally, we thank residents and stakeholders for their feedback—positive and critical. Complaints are an essential source of learning. We will monitor delivery closely and look for tangible improvements over the coming year.

Approved by the Board: 9 September 2025

Nigel Davies

Chairman

Cromwood Housing Limited