



## BOARD'S RESPONSE TO THE ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

On 18.03.25 the Board received:

- The 23/24 annual complaints performance and service improvement report for residents living in homes owned and managed by Crawley Open House.
- A recommendation to update the Complaints Policy for residents living in homes owned and managed by Crawley Open House to meet the requirements of the new Housing Ombudsman Complaint Handling Code 2024

The Board has a Member Responsible for Complaints (MRC) who provides additional assurance to the Board on the effectiveness of Crawley Open House complaints system. The MRC and the Board have considered and approved the self-assessment that Charity complies with all aspects of the Housing Ombudsman's Complaint Handling Code 2024.

Throughout the year the Board has challenged the data and information provided to the Board. Crawley Open House adopts the Housing Ombudsman's definition of a complaint as any expression of dissatisfaction. This gives the Board assurance that Crawley Open House are recording an accurate volume of complaints, as the Board does not believe that a low volume of complaints would be a positive sign.

As a small provider owning and managing 57 bedspaces the Board considers a summary of each complaint, and the lessons learned from individual complaints. Given our size, Crawley Open House does not have enough complaints to learn from trends. But our learning from individual complaints shows that communication is a key factor across complaints. Training, expectations, and systems have all been improved during 23/24. The Board will monitor the feedback on communication through the individual complaints reported to the Board during 24/25.