



Governing Body Response to the Self-assessment and Complaint Handling and Service Improvement Report

The Executive Mayor, Cllr Hale as political lead member for complaints, and Cabinet Member for Homes, along with all members of Cabinet, have reviewed the Self-Assessment of Compliance with the Housing Ombudsman's Complaint Handling Code for 2024-25.

The Executive Mayor and Cllr Hale have confirmed they are assured that these reports are a true reflection of complaints handling for the housing landlord service and demonstrate the commitment to putting residents' needs and improving service delivery at the core of Croydon Council.

In reviewing these documents, the above are assured that the self-assessment determines that Croydon is largely compliant with the Housing Ombudsman's Complaint Handling Code and that any complaints received by our residents will be dealt with in accordance with this. The corporate complaints system has had significant changes in 2024-25 which means that it is now compliant with the Code.

The Complaints Policy was reviewed in September 2024 to ensure we are compliant with the Code, and the above are satisfied that the complaints improvement plan is delivering improvements to complaints handling and our service to residents. The self-assessment and the annual complaint handling and service improvement reports both refer to the complaint response times for stage 1 and stage 2 not meeting the Code. The documents explain that response times are better than reported but could not take account of the allowed five days for an acknowledgement and additional timescales where we had extended stage 1 and stage 2 complaint response times. This is because changes to the corporate complaints system were not implemented until 1 April 2025. Croydon have advised the Regulator of Social Housing of this in our quarterly meeting.

The Council recognises the work undertaken to improve performance and changes made as a result of learning from complaints and recognise that there is still work to do in improving complaints management which is being progressed.