



ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT 23-24

A REVIEW OF COMPLAINTS AT CRAWLEY OPEN HOUSE IN 2023-2024

During 2023 to 2024 we received 1 complaint from 1 resident living in the housing owned by Crawley Open House.

- 0 complaints related to our repairs and maintenance service.
- 1 complaint related to how we dealt with anti-social behaviour issues.
- 0 complaints related to rents and utility supplies after moving into a new home.
- 0 complaints additionally related to how we dealt with rent.

In 0% of the cases, the complainant was not satisfied with Crawley Open House's reply at Stage 1 of the Complaints Policy and they asked for their complaint to be escalated to Stage 2.

Outcomes at Stage 2

None of our complaints were referred to or investigated by the Housing Ombudsman Service in 2023/24.

Learning from complaints to improve services

Issue	Learning point
A resident was dissatisfied about being evicted after displaying anti-social behaviour.	The justification for the eviction was reviewed and the decision was found to be reasonable.

Conclusions:

The complaints we received this year were of a low number. The possible reasons behind this were examined by the MRC and the senior management team.

We found that most issues were raised as service requests and resolved at this level before the need for a complaint.