



People & Communities Matter

Croft HA Board's Response to the Housing Ombudsman Code Self-Assessment

On 17th November 2025, the Board reviewed the self-assessment against the Housing Ombudsman Code and agreed it to be a true reflection of Croft's complaint handling. As Board Member responsible for complaints, I had previously scrutinised and challenged the self-assessment. Three areas of risk were identified and actions to address these were agreed as follows:

- We will update the Complaints Policy to include clarity of how we promote the Code.
- We will ensure record keeping includes complete case notes and correspondence with other parties, including any reports or surveys.
- We will embed an effective approach to establish and update records connected with reasonable adjustments in line with the Equality Act 2010.

Board also discussed Croft's Annual Complaints Performance and Service Improvement Report including lessons learned from complaints received in 2024-25.

Dedicated staff are in place to manage complaints.

- Managers provide guidance and resources as needed, to improve the overall customer experience.
- A dedicated complaint officer has been nominated.
- Croft has adopted a culture of openness and promotes the understanding that complaints are positive.

Board is committed to ensuring complaints are handled effectively and that Croft continues to take an open and transparent approach to demonstrate accountability to our customers and other stakeholders.

A handwritten signature in black ink, appearing to read 'N. Cringle'.

Nick Cringle
Board Member Responsible for Complaints (MRC) Croft Housing