

ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT 2023/2024

INTRODUCTION

DASH is committed to ensuring the process for customer feedback is clear, simple and accessible. We aim to handle feedback in a timely and effective manner and ensure that customers' views are listened to and acted upon where appropriate. As part of this, DASH adheres to the Housing Ombudsman Complaint Handling Code and completes an annual self-assessment to ensure that our Complaints Policy & Procedures meet this standard.

SELF ASSESSMENT

DASH conducted a Self-Assessment against the Code to verify that our policy aligns with the updated Code which took effect on 1st April 2024.

The outcome of the assessment showed that DASH were fully compliant with all aspects of the Code except item 1.6. This item stipulates "An expression of dissatisfaction with services made through a survey is not defined as a complaint, though wherever possible, the person completing the survey should be made aware of how they can pursue a complaint if they wish to. Where landlords ask for wider feedback about their services, they also must provide details of how residents can complain." DASH found that our Tenant Satisfaction Surveys did not include details on the above statement. To rectify this, DASH will include clarity that the survey itself is not a complaint and add information on the process for making a complaint. This will be actioned before our next round of TSM surveys are conducted.

Whilst there were no other non-conformities, DASH has used guidance within the Code and amended some of the language used in our Complaints Policy & Procedure making it clearer and more user friendly.

ANALYSIS OF COMPLAINTS HANDLING PERFORMANCE

During the year 2023/24, DASH received a total of 3 complaints. Two of these were resolved satisfactorily at Stage 1, with the 3rd being referred to Stage 2 where a resolution was reached.

As none of the 3 complaints received were related to tenancy or housing related issues, they therefore did not fall within the scope of the Housing Ombudsman Code, though each were investigated and resolved using the Code as standard of good practice when handling complaints.

SERVICE IMPROVEMENT AND LEARNING

Though we have an excellent track record on resolving service requests (100% of emergency repairs were completed within target timescales, and 82% of non-



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emergency repairs) DASH recognises there is still room for improvement and will endeavour to enhance performance when responding to non-emergency repairs. To achieve this, we are implementing new procedures for auditing the status of reported repairs.

As part of our ongoing commitment to service improvement, in the past 12 months DASH invested heavily in the refurbishment and updating of all DASH properties. During this process many non-emergency repairs were completed without being reported, and potential emergency repairs were identified and rectified early.

Looking to the next 12 months, we commit to providing additional Complaints Handling Training for all our front-line workers, ensuring DASH maintains its good track record in being able to satisfactorily resolve complaints.