

ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT 2024/2025

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. However, DASH has used guidance within the Code to update our New Tenant handbook making it clearer for tenants to understand that when expressing dissatisfaction, they will be given the option to make a complaint if they wish.

ANALYSIS OF COMPLAINTS HANDLING PERFORMANCE

During the year 2024/25, DASH received a total of 3 complaints, all resolved satisfactorily at Stage 1. There were no complaints received which were not accepted.

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

Complaints are reviewed as part of DASH's Quality Management meeting. There were no service improvements identified relating to the complaints. However, one complaint review identified the need for 2 members of staff to receive relevant refresher training.

SERVICE IMPROVEMENT AND LEARNING

DASH has a consistently good track record on resolving service requests (90% of emergency repairs were completed within target timescales, and 100% of non-emergency repairs). To improve this even further, we recently upgraded our CRM system to include enhanced housing management functions and integrated property checks. This enables more efficient reporting of service requests, and effective monitoring of response times.



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Moving forward, DASH endeavours to retain this good track record and remain compliant. We will achieve this by continuing to conduct regular and thorough service reviews, alongside delivering effective and clear complaints handling training to staff, based on the Housing Ombudsman Code.