

ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT 2025/2026

Executive Summary

During 2025/26, DASH received **four complaints**, representing a small increase from **three complaints** in 2024/25. All complaints were resolved satisfactorily at **Stage 1**, with none escalating to Stage 2 or the Housing Ombudsman. DASH remains **fully compliant** with the Housing Ombudsman's Complaint Handling Code and continues to embed best practice across all services.

The majority of complaints this year related to **noise concerns**, with **three complaints** falling outside the Ombudsman's scope as they did not relate to tenancy or housing management issues. Two of these were raised by the same complainant. One complaint resulted in a service-related learning outcome, identifying a need for additional role-specific staff training.

DASH continues to maintain strong performance in repairs and housing management and is progressing the mobilisation of a new Voids & Maintenance Team to further strengthen service delivery.

1. Introduction

DASH is committed to ensuring that all customers can provide feedback easily, safely and without barriers. Our complaints process is designed to be clear, accessible and trauma-informed, ensuring that concerns are listened to, responded to promptly, and used to drive service improvement.

We adhere to the Housing Ombudsman's Complaint Handling Code and complete an annual self-assessment to ensure our policy and practice remain compliant and reflect sector best practice.

2. Self-Assessment Against the Housing Ombudsman Code

DASH completed its annual self-assessment following the updated Code introduced on 1 April 2024. The assessment confirmed **full compliance** across all areas.

As part of our continuous improvement approach, we used the assessment to strengthen the **New Tenant Handbook**, making it clearer that any expression of dissatisfaction will be acknowledged and tenants will be offered the option to make a formal complaint if they wish.

3. Analysis of Complaints Handling Performance

3.1 Complaint Volume and Themes

- **4 complaints received** (increase from 3 in 2024/25)
- **All resolved at Stage 1**
- **No complaints declined or outside timescales**

- **No escalations to Stage 2 or the Ombudsman**

3.2 Complaint Types

- **1 complaint** related to tenancy or housing management
- **3 complaints** did not fall within the Housing Ombudsman's scope
 - All three related to **noise concerns**
 - **Two complaints** were submitted by the same individual
 - The third was raised by a different complainant

Although these complaints were not within the Ombudsman's remit, DASH investigated each one using the Code as a benchmark for good practice, ensuring fairness, transparency and timely communication.

3.3 Learning from Complaints

Complaints are reviewed through DASH's Quality Management processes. This year:

- No service improvements were required as a direct result of complaint themes
- One complaint highlighted the need for **additional role-specific training** for a staff member, which has been actioned

4. Service Improvement and Learning

4.1 Repairs and Housing Management Performance

DASH continues to demonstrate strong performance in repairs:

- **86.6%** of emergency repairs completed within target timescales
- **80%** of non-emergency repairs completed within target timescales

To further strengthen our repairs and housing management offer, DASH is mobilising a new **Voids & Maintenance Team**, which is expected to:

- Improve repairs response times
- Enhance communication with tenants
- Strengthen oversight of voids and property standards
- Reduce repeat service requests

4.2 Embedding Learning and Best Practice

DASH remains committed to:

- Regular service reviews
- Strengthening staff training in complaints handling

- Ensuring trauma-informed communication with tenants
- Maintaining full compliance with the Housing Ombudsman Code
- Using complaints data to identify trends and opportunities for improvement, even where complaint numbers remain low

5. Conclusion and Forward Look

DASH continues to maintain a positive complaints handling culture, with all complaints resolved at Stage 1 and no escalations. The slight increase in complaint volume reflects our commitment to encouraging feedback and ensuring tenants feel able to raise concerns.

Our focus for 2026/27 includes:

- Fully mobilising the Voids & Maintenance Team
- Continuing to strengthen staff training
- Enhancing accessibility of the complaints process
- Maintaining full compliance with the Housing Ombudsman Code
- Using learning from complaints and service requests to drive continuous improvement