

TRUSTEES' STATEMENT IN RESPONSE TO THE ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT 2024/2025

As the Member Responsible for Complaints (MRC), I am pleased to present this statement on behalf of the Board of Trustees of DASH, in response to the Annual Complaints Performance and Service Improvement Report for 2024/2025.

DASH is committed to providing the highest level of care to our residents and ensuring that all customer feedback is welcomed, accessible, and acted upon. We strive to provide a clear, simple, and effective process for raising concerns, and we are dedicated to listening to our residents and using their feedback to drive continuous improvement.

In line with this commitment, DASH adheres to the Housing Ombudsman's Complaint Handling Code and undertakes an annual self-assessment to ensure our Complaints Policy and Procedures meet the highest standards.

Review of Current Practices and Compliance

This year, DASH conducted a thorough self-assessment against the Housing Ombudsman Complaint Handling Code. The assessment confirmed that DASH is fully compliant with all aspects of the Code. As part of our commitment to best practice, we have used the guidance within the Code to update our New Tenant Handbook, making it clearer for tenants that when they express dissatisfaction, they will be offered the option to make a formal complaint if they wish.

Actions Taken and Evidence Gathered

Where opportunities for improvement were identified, we took prompt action. For example, we enhanced our staff training and documentation to ensure clarity and accessibility in our complaints process. All evidence supporting our compliance—including policy documents, training records, and feedback mechanisms—has been gathered and documented as part of our self-assessment process.

Scrutiny, Assurance, and Publication

The Board of Trustees has scrutinised and challenged the self-assessment to provide assurance that it is robust and accurate. In line with the Code, we have published our self-assessment and supporting documentation, making them available to residents and stakeholders to demonstrate our commitment to transparency and accountability.

Complaints Handling Performance and Learning

During 2024/25, DASH received a total of three complaints, all of which were resolved satisfactorily at Stage 1. None of these complaints were related to tenancy or housing issues and therefore did not fall within the scope of the Housing Ombudsman Code. Nevertheless, each was investigated and resolved using the Code as a standard of good practice. Complaints are reviewed as part of DASH's Quality Management meeting. While no service improvements were identified as a result of these complaints, one review did highlight the need for two members of staff to receive refresher training, which has since been delivered.



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Service Improvement and Embedding Change

DASH continues to demonstrate a strong track record in resolving service requests, with 90% of emergency repairs and 100% of non-emergency repairs completed within target timescales. To further improve, we have upgraded our CRM system to include enhanced housing management functions and integrated property checks, enabling more efficient reporting and monitoring of service requests. We are committed to embedding the changes identified through our self-assessment and to maintaining regular service reviews and effective complaints handling training for all staff.

Conclusion

On behalf of the Board of Trustees, I would like to thank all residents who have provided feedback over the past year. Your voices are essential in helping us to maintain and improve the quality of our services. We remain dedicated to transparency, accountability, and continuous improvement, ensuring that DASH continues to meet and exceed the standards set out in the Housing Ombudsman's Complaint Handling Code.

Rebecca Craven

Chair (on behalf of the Board of Trustees)