

TRUSTEES' STATEMENT IN RESPONSE TO THE ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT 2025/2026

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 2025/2026.

DASH remains committed to providing safe, high-quality services and ensuring that all customer feedback is welcomed, accessible, and acted upon. We continue to prioritise a clear, simple, effective process for raising concerns, and value the role that feedback plays in strengthening our organisation and improving outcomes for residents.

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 of transparency, fairness, and accessibility.

This year, DASH completed a thorough self-assessment against the updated Housing Ombudsman Complaint Handling Code, which came into effect on 1 April 2024. The assessment confirmed that DASH is fully compliant with all aspects of the Code.

As part of our commitment to continuous improvement, we have used the guidance within the Code to update our New Tenant Handbook, ensuring it is clearer for tenants that when they express dissatisfaction, they will be offered the option to make a formal complaint if they wish. This reflects our ongoing focus on accessibility and empowerment for residents.

During 2025/26, DASH received four complaints, all of which were resolved satisfactorily at Stage 1. None were declined, and only one related to tenancy or housing issues. The remaining three fell outside the scope of the Housing Ombudsman Code; however, each was investigated and resolved using the Code as a benchmark for good practice.

Complaints continue to be reviewed through DASH's Quality Management processes. While no service improvements were required as a direct result of this year's complaints, one review identified the need for role-specific training for a member of staff, which has been actioned. This demonstrates our commitment to learning and development, even when complaint numbers remain low.

DASH maintains a strong track record in resolving service requests, with 86.6% of emergency repairs and 80% of non-emergency repairs completed within target timescales.

To further strengthen our housing management and repairs performance, DASH is mobilising a new Voids & Maintenance Team, which is expected to improve repairs response times, enhance communication, and support more efficient property management once fully operational.

We remain committed to embedding learning from complaints, service reviews, and staff feedback. This includes continuing to deliver effective complaints handling training based on the Housing Ombudsman Code and maintaining regular, robust service reviews across all operational areas.

The Board of Trustees has scrutinised and challenged the annual report and self-assessment to ensure they are accurate, robust, and reflective of best practice. We welcome the continued focus on transparency and accountability, and we support the publication of the self-assessment and associated documentation to demonstrate our commitment to openness with residents and

On behalf of the Board of Trustees, I would like to thank all residents who have provided feedback throughout the year. Your voices are essential in helping us maintain and improve the quality of our services. We remain dedicated to ensuring that DASH continues to meet and exceed the standards set out in the Housing Ombudsman's Complaint Handling Code, and we will continue to use feedback, learning, and evidence to drive continuous improvement across the organisation.

Andrew Toes, Chair
(on behalf of the Board of Trustees)