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TRUSTEES' STATEMENT IN REPSONSE TO THE ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT 2023/2024

As the Member Responsible for Complaints (MRC), I am pleased to issue the following statement on behalf of the full Board of Trustees of DASH.

DASH believe that everyone, regardless of circumstances, should have a fundamental right to a place of shelter and help to rebuild their life. As such we are committed to providing the highest quality of service to all our residents. However, we recognise that there may be times when a resident wishes to complain about an aspect of that service. DASH are dedicated to using complaints as a useful tool in the continued evaluation and improvement of our service provision.

The Trustees have reviewed the results of DASHs recent self-assessment against the Housing Ombudsman Complaint Handling Code. We are encouraged by the high level of compliance DASH has already achieved in line with the revised standards. However, as stated in the Report, we also acknowledge where there is room for improvement and to that end, look forward to receiving feedback from the Management Team on when these improvements have been Implemented.

Over the past year we received 3 complaints, none of which solely related to our role as a landlord, and so were handled within the broader context of DASHs service delivery. The outcome of these complaints was used to assess where there may be opportunities for service improvement. A review of current quality and assurance measures on service provision was completed, and new audit measures developed which we are confident once fully implemented will ensure the highest standards of service delivery are achieved. Furthermore, as a demonstration of the Trustees' commitment to continuous improvement of services and standards of our properties, during the past 12 months we have authorised a substantial spend on upgrading and refurbishment across our portfolio of accommodation.

We remain committed to using resident feedback to drive continual performance and service improvements.

Kate Curry
Chair (on Behalf of the Board of Trustees)