

# DAWSON HOUSING 2024 / 2025

## Complaints Performance & Service Improvement Plan

*QUALITY DELIVERY, HIGH  
PERFORMANCE & CUSTOMER  
VALUE*



# TABLE OF CONTENTS

Introduction	3
Message from the Board	3
Self Assessment Compliance	4
Self Assessment Overview & Goals	5
DHL Performance	6

# INTRODUCTION

This report shows DHL compliance with the Housing Ombudsman Complaint Handling Code and complaints data & performance from January 2024 - December 2024.

Included within this report:

- A message from the Board
- DHL self assessment
- DHL Complaints performance
- Learning & Improvements

## MESSAGE FROM THE BOARD

We are committed to providing high-quality services to residents. When issues arise, it is crucial to address them promptly. These areas have become top priorities, and improvements have been initiated over the last year.

A self-assessment of the complaint handling service indicates compliance with the new Housing Ombudsman Code (April 2025). The Board has reviewed the self-assessment to ensure it accurately represents our complaint handling practices. Although policy compliance is confirmed, but we will not “Rest on our Laurels” and we will always strive to improve. Specifically, we are working on introducing a new computer suite which will further enhance our flow of information and are increasing the number of channels by which complaints can be made.

Changes resulting from the self-assessment (2024) have been communicated, and we are embedding an improved approach to complaint handling across Dawson Housing. The Board and executive team at Dawson Housing have introduced a performance framework which will allow effective Board assurance and oversight which will further strengthen Dawson Housing’s position when completing the assessment this year."

*Neil Thorneycroft*  
Chair of DHL Board



# SELF ASSESSMENT

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A completed self assessment can be found attached to this report and will be made available on the website for full transparency.

- ✓ **Section 1: Definition of a complaint**
- ✓ **Section 2: Exclusions**
- ✓ **Section 3: Accessibility & Awareness**
- ✓ **Section 4: Complaint Handling Staff**
- ✓ **Section 5: Complaint Handling Process**
- ✓ **Section 6: Complaint Stages**
- ✓ **Section 7: Putting Things Right**
- ✓ **Section 8: Self Assessment, Reporting & Compliance**
- ✓ **Section 9: Scrutiny, Oversight & Continuous Learning**



# SELF ASSESSMENT

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## OVERVIEW

The purpose of the Ombudsman complaints handling code is to enable registered providers to resolve complaints raised by resident quickly and to implement any learning which drives improvement in resident satisfaction.

DHL can evidence compliance with all areas of the Ombudsman's Complaint Handling Code. This is an improvement from the 2023 self assessment.

DHL's SLT have worked closely with the Board to ensure full compliance was achieved by December 2024.

## GOALS

Over the next 12 months DHL hope to:

- Improve accessibility for residents allowing complaints to be submitted through different communication channels.
- Improve DHL visibility to increase reporting.
- Implement a resident engagement committee
- Implement a resident engagement panel.



# PERFORMANCE

January 2024 - December 2024



**1** Stage One

**1** Stage Two

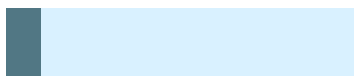
**1** Escalated to the ombudsman



**75%** of resident are satisfied with DHL's approach to handling complaints.



**51.6%** of resident know how to make a complaint to DHL



**9.8%** of residents made a complaint in 2024



**100%** of complaints were responded to within target timescales

What DHL have learnt from these results is the need to be more visible to the residents, to increase visibility DHL will:



Communicate the complaints process with all residents at sign up



Implement new ways to raise a complaint



Visit supported housing services regularly to increase engagement with vulnerable adults









Increase engagement activities

**\*\* These figures are currently unweighted and may change, this report will be updated again at this point.**

# LEARNING & IMPROVEMENTS

Below is the commitment DHL made in 2023 to improve performance in 2024 and what further improvements DHL hope to achieve during 2025.

## In 2024 DHL Committed To:

-  **EVIDENCING COMPLAINTS WITH SECTION 2.2**
-  **CARRY OUT COMPLAINTS TRAINING TO ALL FRONT FACING STAFF**
-  **IMPROVE RESIDENT COMMUNICATION**
-  **IMPLEMENT A NEW FORMAL CLOSURE OF COMPLAINTS TEMPLATE**
-  **INCLUDE COMPLAINTS WITHIN NEW KPI REPORTING TO THE BOARD**
-  **RECORD AND REPORT LEARNING FROM COMPLAINTS**

DHL can confirm the completion of all the commitments above. This is fantastic however, DHL are all about continuous improvement to ensure residents receive the best service at all times! Look below to see what DHL hopes to achieve in 2025.

## DHL 2025 Commitments

What	Why
Implement more communication channels	DHL serve vulnerable adults throughout the UK therefore, the traditional way of communicating may not be possible,
Improve DHL visibility	By implementing a new Resident Engagement Team within the Operations Directorate DHL can improve visibility & accessibility.
Implement a Resident Engagement Committee & Resident Engagement Panel	DHL want to give resident satisfaction the focus is deserves by having a panel of residents and of SME DHL can further improve services provided to residents.



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