

## Complaints Procedure

DASH Services delivers a range of services including a comprehensive training service, a Landlord Accreditation Scheme and wider consultancy work. Our staff want to provide the best possible services for all our partners and stakeholders.

To achieve this, we have laid out our complaint procedure below.

Please note this complaint procedure is **in addition** to our DASH Landlord Accreditation appeals procedure detailed in the [DASH scheme manual .pdf \(dashservices.org.uk\)](#).

Details of the DASH Landlord Accreditation Complex Case and Cancellation Policies can be found here:



DASH Cancellation Policy v5 Oct 2023.p



DASH Complex Cases Policy v5 Oct 2023.p

So, if you're not happy with any of the services we provide please let us know. Then if we've done something wrong, we can either put it right or make changes to stop it happening again.

### How do I make a complaint?

#### **First Stage**

If you've got a complaint, you should inform DASH Services in writing (email is fine) to:

DASH Services @ Derby City Council  
FAO Sarah Swingler, DASH Services Operations Manager  
The Council House  
Corporation Street  
Derby, DE1 2FS  
Or email: [Sarah.swingler@derby.gov.uk](mailto:Sarah.swingler@derby.gov.uk)

The DASH Operations Manager will investigate your complaint and will aim to get back to you within 10 working days of receiving the initial letter.

#### **Second Stage**

If you are unhappy with the response, you can write and tell us why you are dissatisfied with the investigation and ask us to reconsider.

We will then ask a manager, who has not been involved in your complaint, to review it to make sure that the initial investigation was carried out properly and effectively. We aim to provide a full response within 20 working days.

#### **Third Stage**

If you are still not satisfied with the outcome of the investigation please make a further appeal, within 15 days. The independent Chair of the DASH Accreditation and Appeals panel will review stages 1 and 2 and convene a meeting of the Accreditation and Appeals panel which the complainant is invited to attend & deliver their concerns.

The Panel will aim to meet within 28 days of the final appeal being submitted. When a decision/outcome has been reached, the complainant will be informed in writing within 7 days.

The determination of the Panel is final.

