

## **Complaints Procedure**

DASH Services wants to provide the best possible services for our landlords and other stakeholders.

To achieve this we have a complaints procedure in addition to our appeals procedure detailed in the DASH Landlord Accreditation Scheme Manual.

So, if you're not happy with a service 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 to:

DASH Services  
FAO Linda Selvey  
The Council House  
Corporation Street  
Derby  
DE1 2FS

The DASH Services 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're not happy with the response you receive from the DASH Services Manager who investigated your complaint, you can ask DASH Services to consider it under the second stage of the complaints procedure.

To do this, you have to write and tell us why you are unhappy with the first stage response.

Under the second stage of the complaints procedure, the Chair of the DASH Appeals Panel or an officer named by the Chair to act on his behalf, will be informed by the DASH Services Manager and asked to investigate your complaint within 21 working days.

### **Third Stage**

If you are still not satisfied with the outcome of the investigation please make a further appeal, within 15 days, and the Chair of the appeals panel, may at his/her discretion refer your complaint to the Appeals Panel.

The Panel will aim to meet within 28 days of the final appeal being submitted.

When a decision/outcome has been reached, the landlord will be informed in writing within 7 days.

The determination of the Panel is final.