

**Derventio Housing Trust**  
Glad Tidings Hall, 33 Boyer Street  
Derby DE22 3TB

Telephone: 01332 292776  
info@derventiohousing.com  
www.derventiohousing.com

# Derventio

## Statement – Board of Derventio Housing Trust

The Board of Derventio Housing Trust has received and considered the Annual Self-Assessment regarding the Complaint Handling Code, and our Complaints Annual Report.

The Board is pleased to note that all complaints were responded to promptly, and that improvements have been made to operations in response to issues raised.

The Board noted the revised Complaint Handling Code, including governing body responsibilities.

The Member Responsible for Complaints is Sarah Hernandez.

18 June 2024

**People Really Do Matter**

Derventio Housing Trust is a Community Interest Company registered in England and Wales (05886593)