## **Derventio Housing Trust**

Glad Tidings Hall, 33 Boyer Street Derby DE22 3TB

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



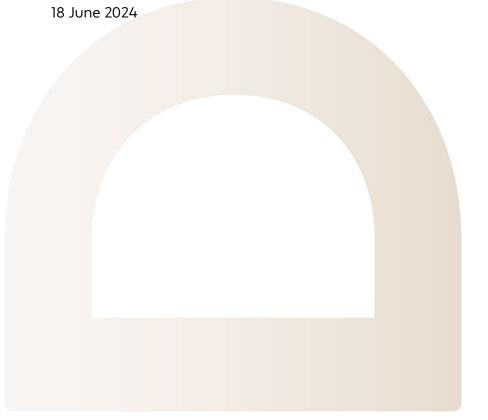
Statement - Board of Derventio Housing Trust

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.



## People Really **Do** Matter