

Derventio Housing Trust
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Derventio

Derventio Housing Trust – Complaints Annual Report

This report covers the year 1 April 2023 to 31 March 2024

Complaints Received

Ten Stage One complaints were received during this period. All ten were acknowledged within 10 days. All ten were resolved within 20 days, complying with the Complaint Handling Code in force at the time.

No Stage Two complaints were received during this period.

Analysis of Complaints Received

Complaints received related to:

- Antisocial behaviour, noise, police visits – 7
- Reason for and process of eviction – 2
- Data breach regarding resident’s documentation – 1

It is our view that the complaints relating to antisocial behaviour and evictions are within the parameters that would be expected due to the nature of our service, which is to accommodate and support people who are homeless or at risk of homelessness as each person accommodated has at least one need for support. It is also in the nature of our service that we have to ask some people to leave, and only to be expected that this can sometimes lead to dissatisfaction.

Complaints Refused

No complaints were refused during this period.

Service Improvements

As a result of learning from complaints, the following improvements have been made:

- Process when a resident moves out has been improved, particularly in regard to resident documentation. Documents are brought to the relevant Director for safe-keeping until claimed.
- Eviction process has been reviewed in light of the complaints received.

People Really Do Matter

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