



**Derventio**  
People Really **Do** Matter

# Feedback & Complaints

# Your Feedback

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At Derventio we want to be the best we can. To do that, we need to listen to people and learn from their experiences of Derventio's services. Your feedback is very valuable.

**Use this space to tell us your feedback**

**If you would like us to get back to you with a response, please leave your contact details (name, address, phone, email)**

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## Making a Complaint

If you would like to make a formal complaint, you can write directly to the Complaints Officer, or complete this form and send it to:

Private & Confidential  
Complaints Officer  
Derventio Housing Trust  
Glad Tidings Hall  
33 Boyer Street  
Derby DE22 3TB

Everyone is free to make a complaint and you will not be treated any differently. Please ask if you would like any help completing this form or making your complaint. You can ask someone to help you or come with you to any meeting.

### What Happens Next

All complaints will be dealt with under Derventio's two-stage complaints procedure. We will be in touch within five working days to acknowledge your complaint and let you know the name of the person who is working to resolve it.

### Housing Ombudsman Service

The Housing Ombudsman Service provides information about how to make a formal complaint to your landlord, and may be able to provide you with further assistance.

**Website:** [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)

**Phone:** 0300 111 3000

**Email:** [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

**Write:** Housing Ombudsman Service, PO Box 152, Liverpool L33 7WQ

# Other Ways to Have Your Say

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You can also give feedback by:

- Speaking to a member of staff
- Emailing [info@derventiohousing.com](mailto:info@derventiohousing.com)
- Getting in touch by phone
- Sending a message through the Contact Us page on our website: [www.derventiohousing.com/contact-us](http://www.derventiohousing.com/contact-us)
- Contacting us on social media

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