

Derventio Housing Trust – Complaints Annual Report 2024-25 Board Response

The Board of Derventio Housing Trust is pleased to note the contents of the Complaints Annual Report for the year 2024 to 2025.

The Board is committed to ensuring that there is a positive complaints culture in the Company. The Member Responsible for Complaints brings a report to each Board meeting. Senior management have put in place strong procedures to embed a positive culture.

All complaints are considered carefully, and any learning is fed through into daily practice as well as policies and procedures.

September 2025