

Derventio Housing Trust – Complaints Annual Report

This report covers the year 1 April 2024 to 31 March 2025

Complaints Received

Stage One

During this period, 48 Stage One complaints were received.

All were acknowledged within 5 days.

All were responded to within 10 days.

This is compliant with our policy and the Complaint Handling Code in force at the time.

Stage Two

During this period, 2 Stage Two complaints were received.

All were acknowledged within 5 days.

All were responded to within 20 days.

This is compliant with our policy and the Complaint Handling Code in force at the time.

Housing Ombudsman

- During this period, 2 people indicated they would take their complaint to the Ombudsman.
- There were no findings of non-compliance with this Code by the Ombudsman.

Analysis of Complaints Received

Complaints received related to:

- Antisocial behaviour, noise, police visits – 19 (2 were about Support & ASB)
- Support – 18 (2 were about Support & ASB)
- Property-related issues – 8
- Other – 4
- Not stated – 1

Complaints were received from:

- Neighbour / Member of public: 20
- Family / friend of resident: 12
- Resident: 8
- Professional / MP: 6
- Housemate: 1
- Not stated: 1

Area:

- Derbyshire / Nottinghamshire: 16
- Derby: 15
- Swindon: 8
- Staffordshire: 5
- Warwick: 2
- Not known: 2

It is our view that the complaints 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.

Outcomes

Outcomes were:

- Resolved Stage One: 39
- Escalated to Stage Two: 2
 - Resolved Stage Two: 1
 - Ongoing: 1
- Other: 4 complaints from 1 person. The resident that they stated they were protecting asked us to block this individual, which we did
- Unable to contact: 3
- Refused: 0

Service Improvements

All complaints were considered along with feedback received through the satisfaction survey. As a result of learning from complaints, the following improvements have been made:

- More properties equipped with CCTV at request of residents.

Jackie Carpenter

Assistant Director Strategy

13 May 2025