



Derventio
People Really **Do** Matter

Feedback & Complaints

Your Feedback

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

What outcome are you seeking?

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

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 (HR Dept)
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. If you are not happy with the way we handle your complaint it will go to Stage Two.

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

Phone: 0300 111 3000

Email: info@housing-ombudsman.org.uk

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

Ways to Have Your Say

You can also give feedback by:

- Speak to any member of staff
- Email info@derventiohousing.com
- Get in touch by phone
- Send a message through the Contact Us page on our website: www.derventiohousing.com/contact-us
- Contact us on social media
- Fill in our Annual Satisfaction Survey

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