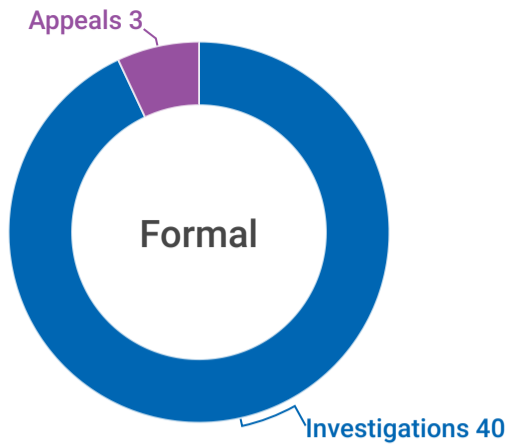


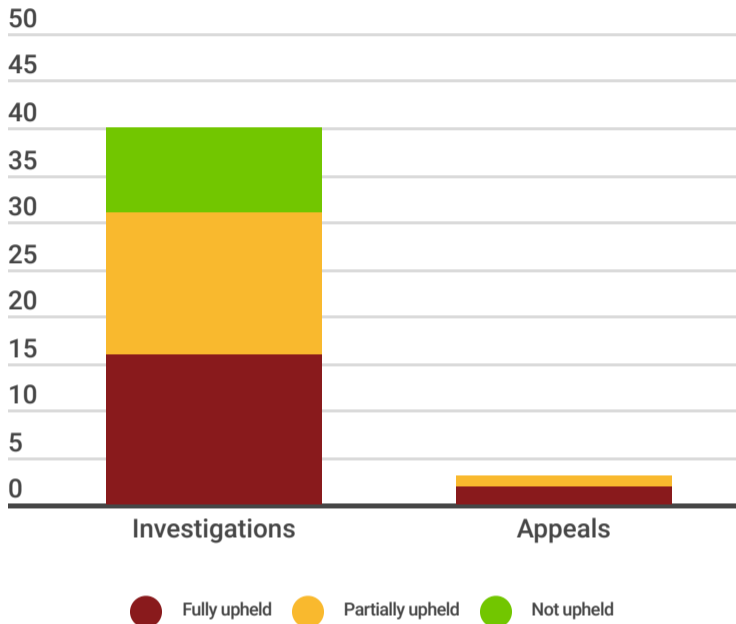
Formal responses sent



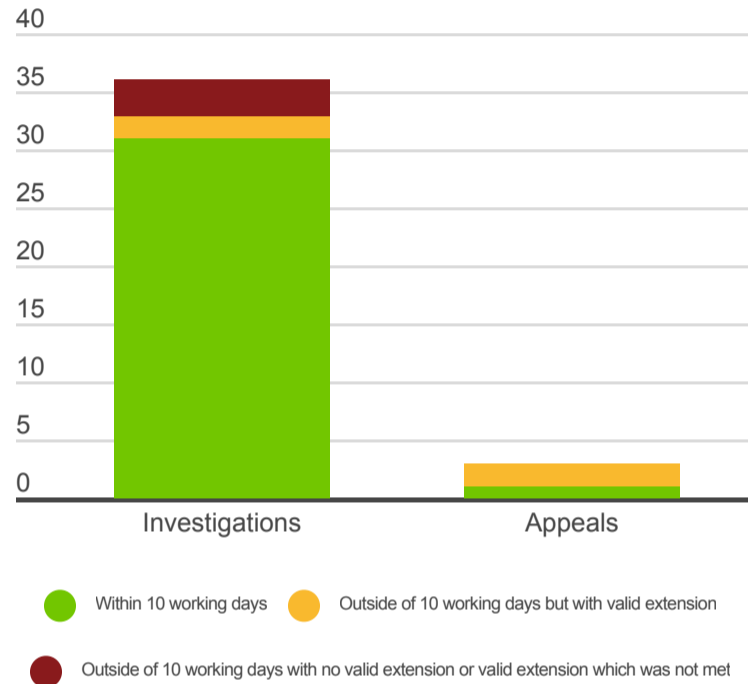
Learning



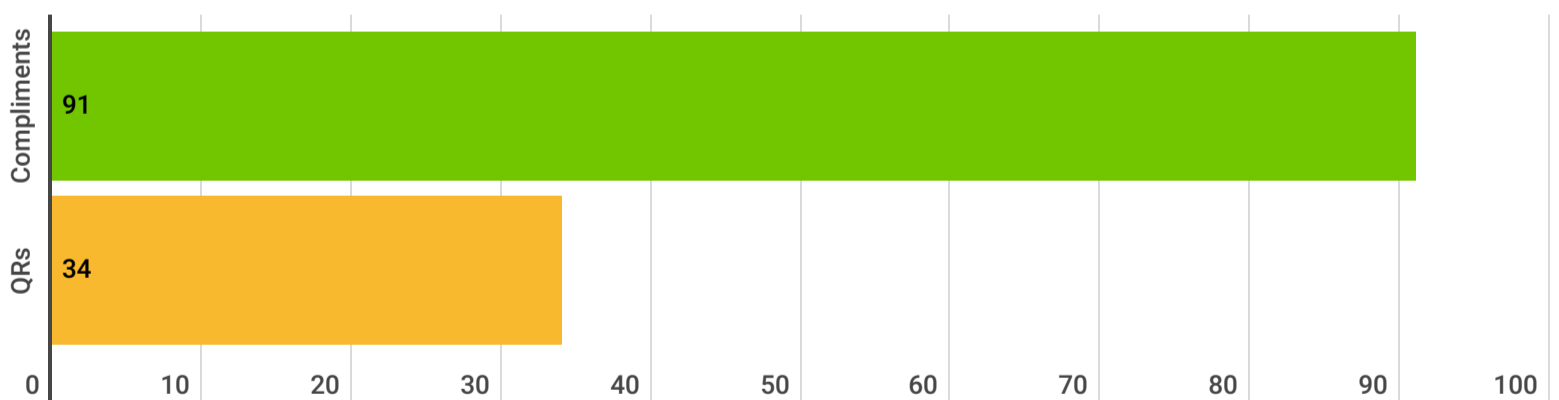
Formal complaints upheld



Formal complaints completed in time



Informal Quick Resolutions (QRs) and Compliments



Housing Ombudsman

- Twenty11 is a voluntary member of the Housing Ombudsman Scheme. Tenants can escalate complaints to the Housing Ombudsman where they are unhappy with the outcome of our formal complaints process or just want some advice. You can find out more about the Housing Ombudsman on their website.
- During the period April 2022 to March 2023, no cases were escalated to the Housing Ombudsman by a tenant.
- Our self-assessment against the Housing Ombudsman's Complaint Handling Code is published on our website.