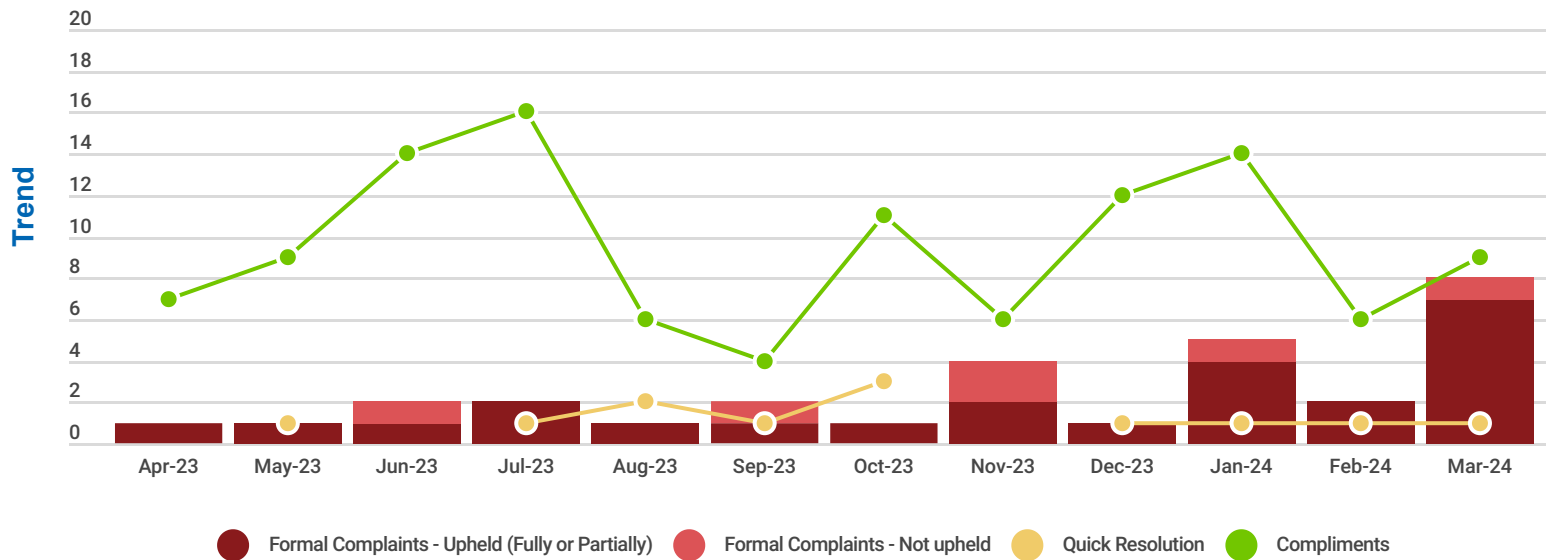
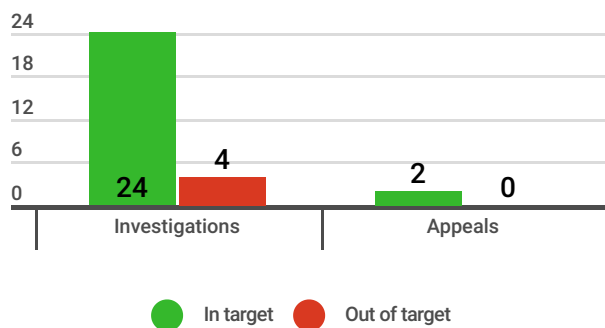


## Twenty11 Feedback Trends - 2023/24



## Negative Feedback - Formal Investigation Complaints

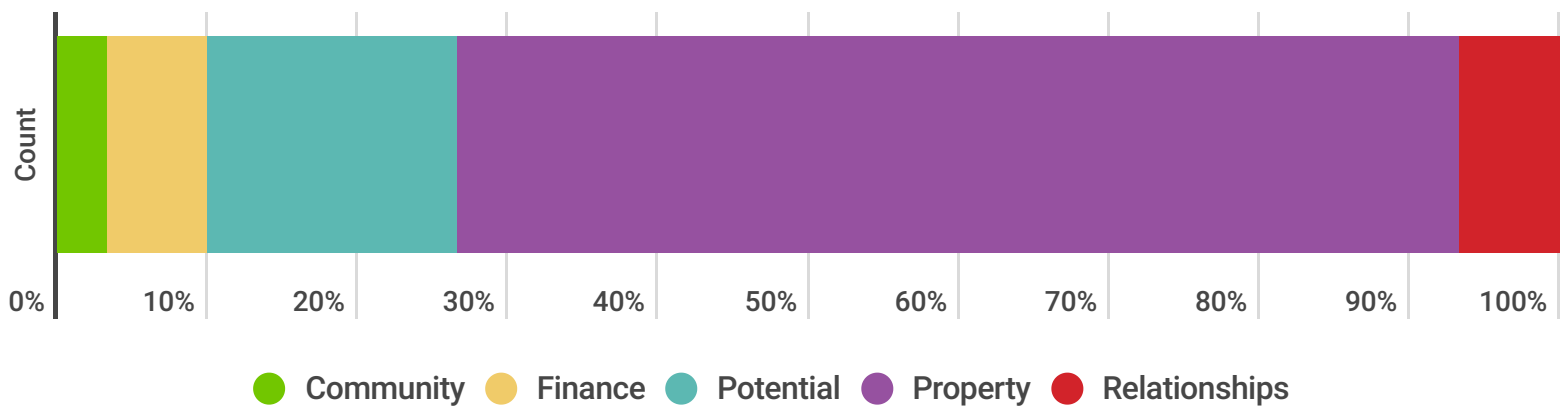
Timeliness of response  
Housing Ombudsman 20-day timescale



Learning identified from formal complaints



Complaint Ownership



Primary root cause

