## Twenty11 Feedback Trends - 2023/24 20 18 16 14 12 10 8 4 2 Apr-23 May-23 Jun-23 Jul-23 Aug-23 Sep-23 Oct-23 Nov-23 Dec-23 Jan-24 Feb-24 Mar-24 Formal Complaints - Upheld (Fully or Partially) Formal Complaints - Not upheld Quick Resolution Compliments **Negative Feedback - Formal Investigation Complaints Timeliness of response** Learning identified from formal complaints Housing Ombudsman 20-day timescale 24 18 12 People **Process Technology** Knowledge 6 0 Total learning = 30 pieces Investigations **Appeals** In target Out of target **Complaint Ownership** 30% 40% 0% 10% 20% 50% 60% 70% 80% 90% 100% Community Finance Potential Property Relationships **Primary root cause** 12 8 4 2 1 1 13 9 4 0 **Attitude** Lack of awareness / Lack of **Poor Communication** Poor knowledge Ownership/Poor Workmanship/Perform Performance ance

Stage 1 Stage 2