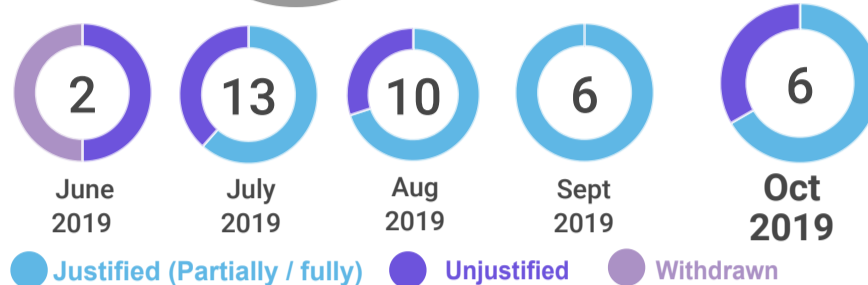
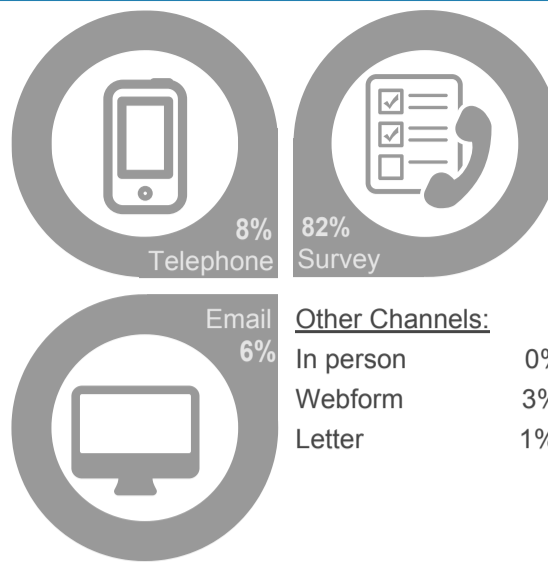
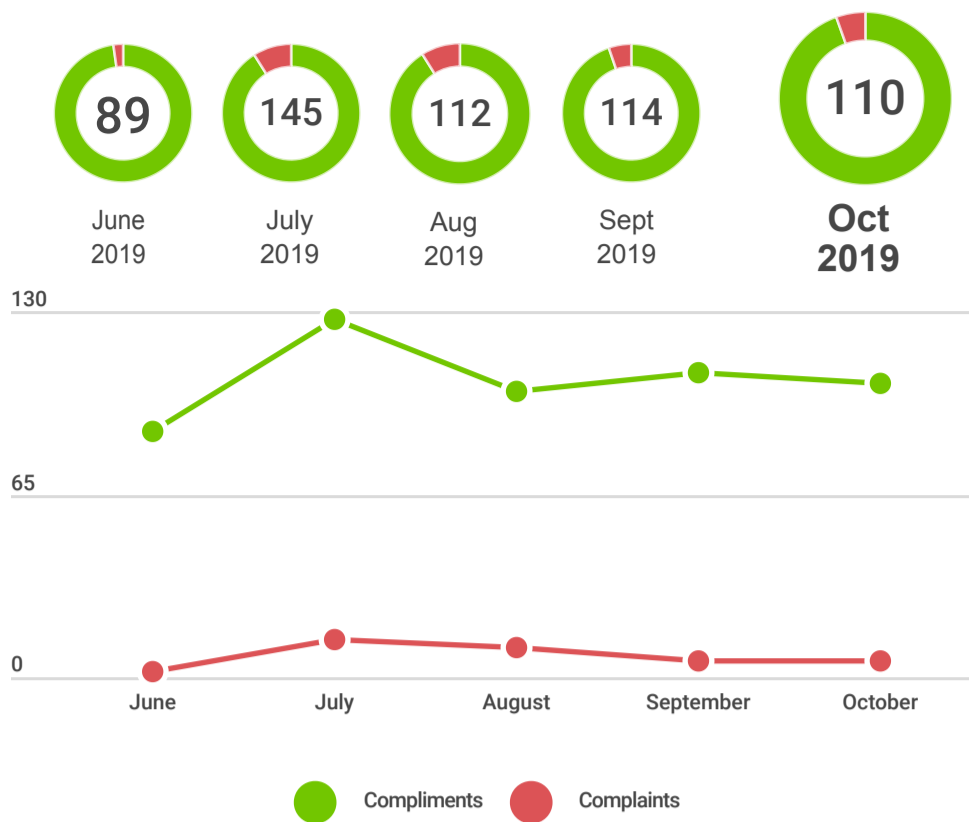
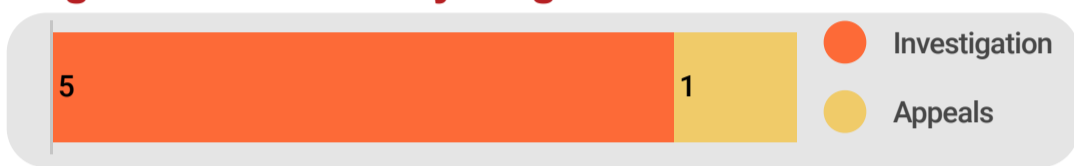


# Red Kite Feedback trends - October 2019



## Negative Feedback - Formal Complaints

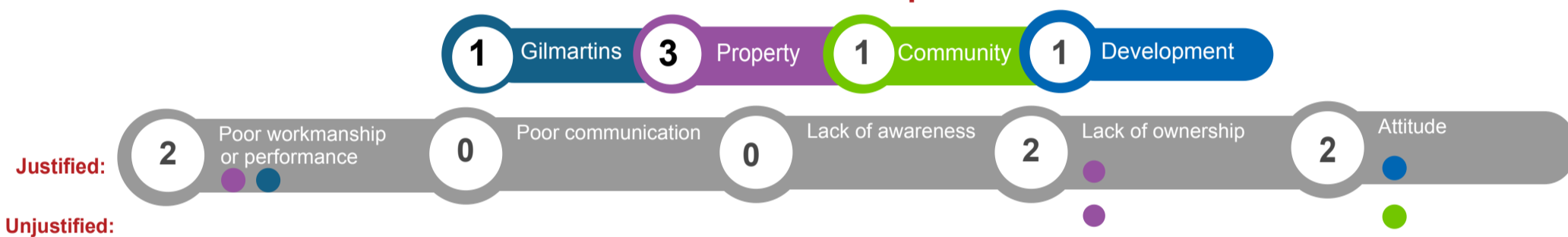
### Negative Feedback by stages



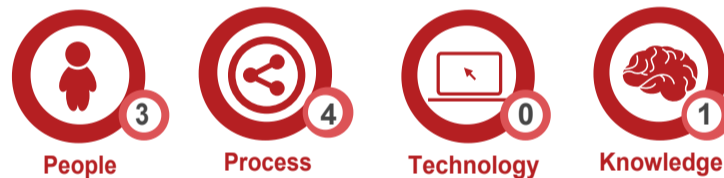
### Average response times



### Root causes of complaints



### Learning identified from formal complaints



## Positive Feedback - Compliments



### How do the compliments break down?

