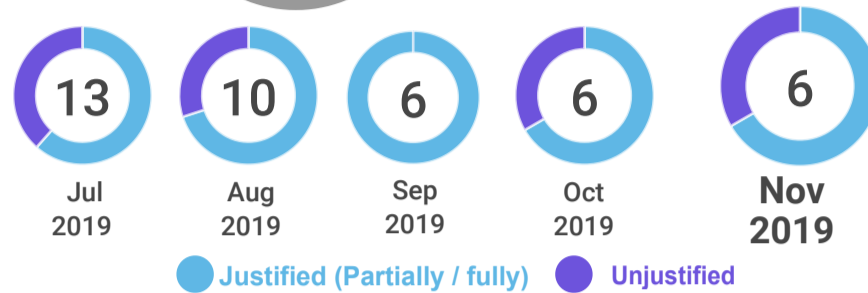
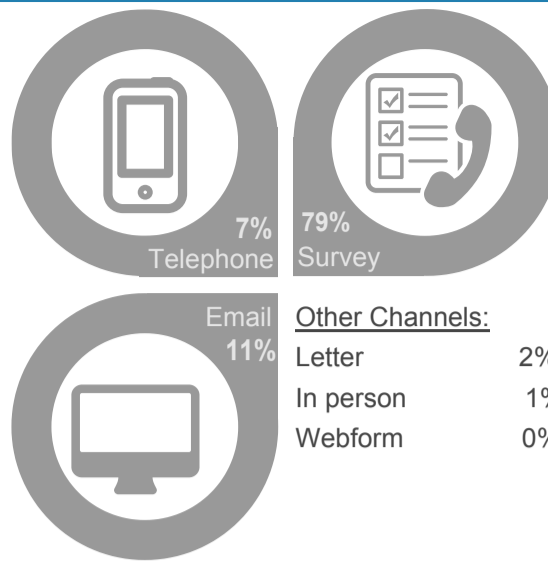
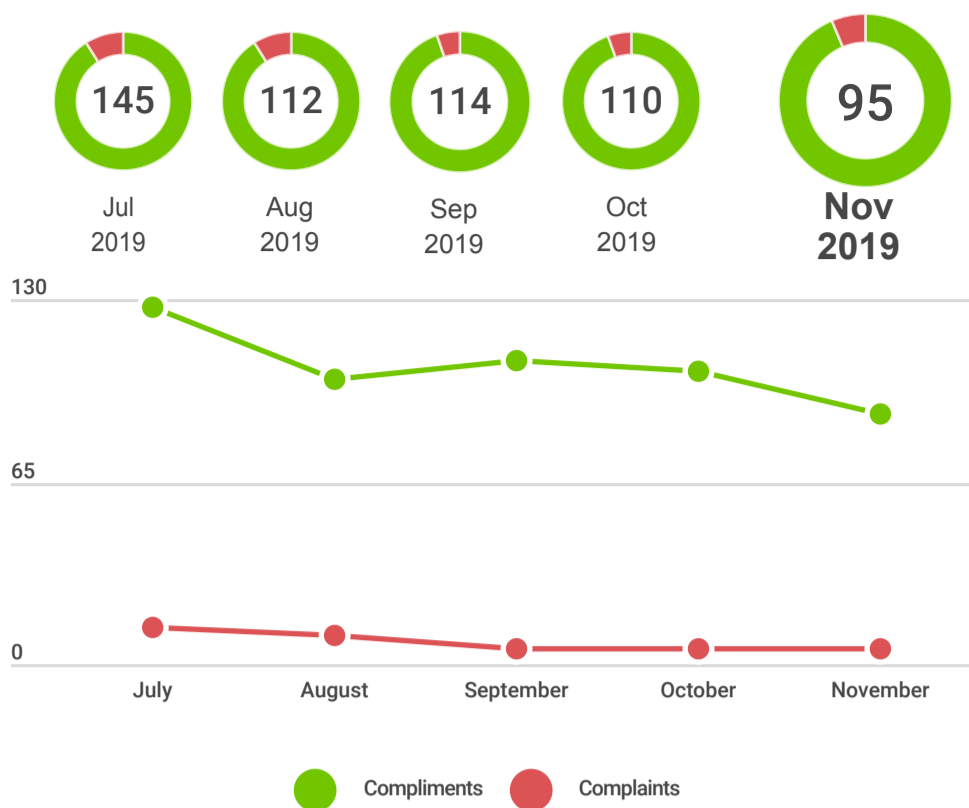
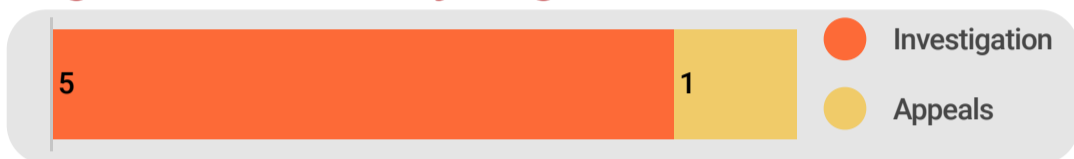


Red Kite Feedback trends - November 2019



Negative Feedback - Formal Complaints

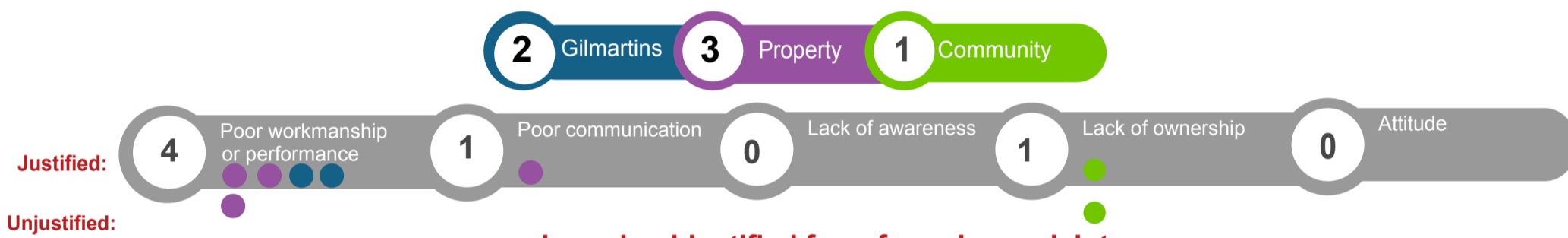
Negative Feedback by stages



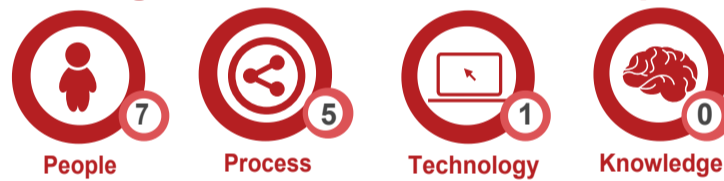
Average response times



Root causes of complaints



Learning identified from formal complaints



Positive Feedback - Compliments



How do the compliments break down?

