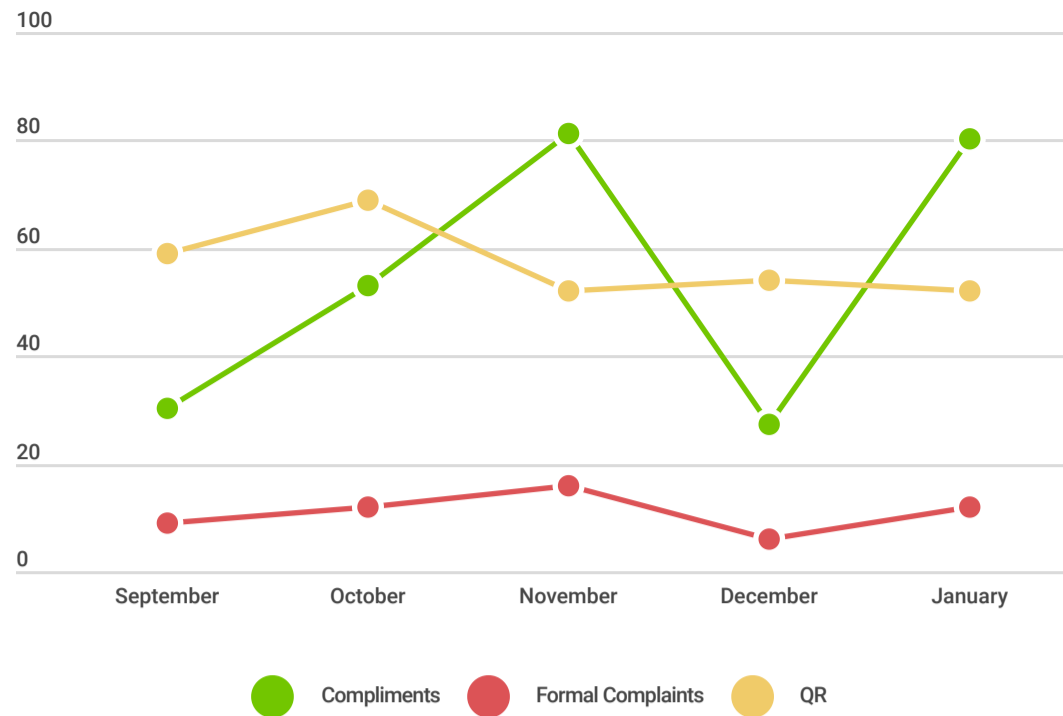
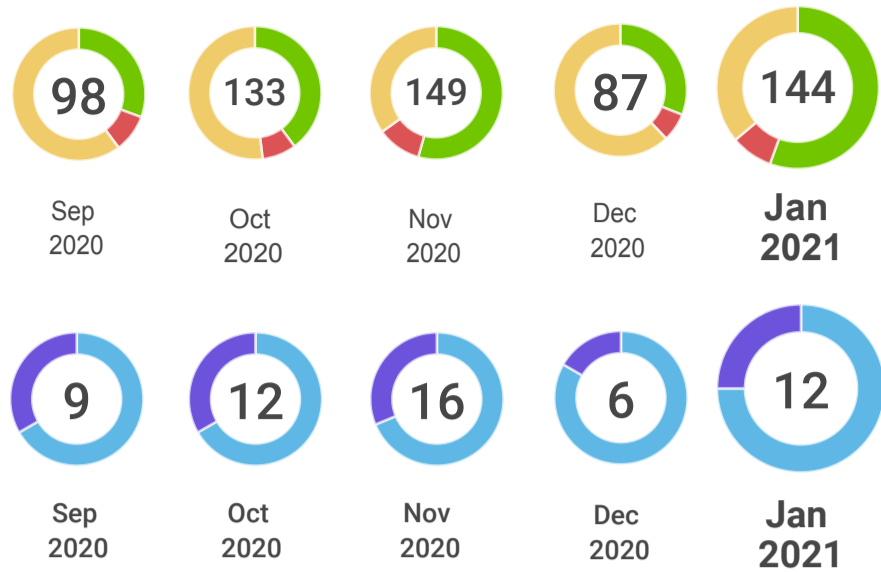


Red Kite Feedback Trends - January 2021

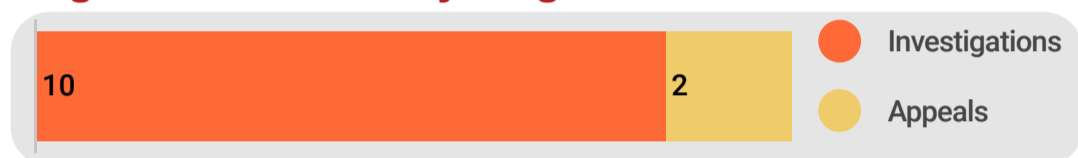


● Justified (Partially / fully) ● Unjustified

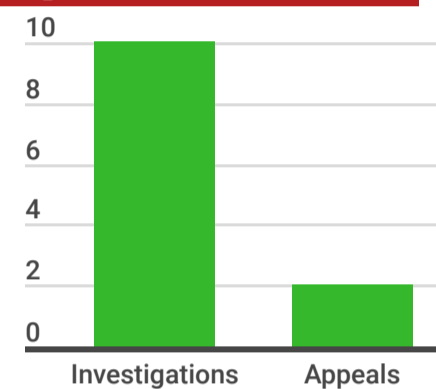
● Compliments ● Formal Complaints ● QR

Negative Feedback - Formal Investigation Complaints

Negative Feedback by stages



Timeliness of Response



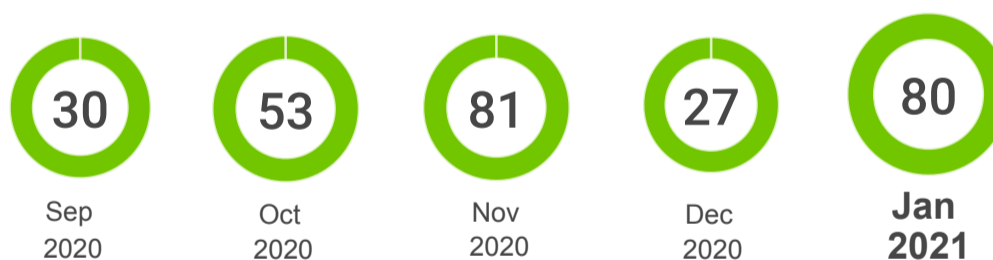
Root causes of complaints



Learning identified from formal complaints



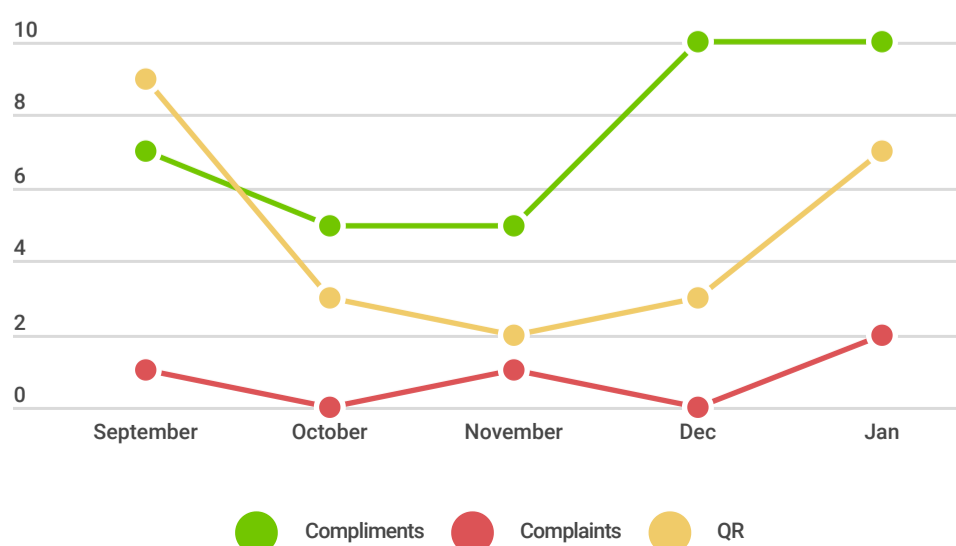
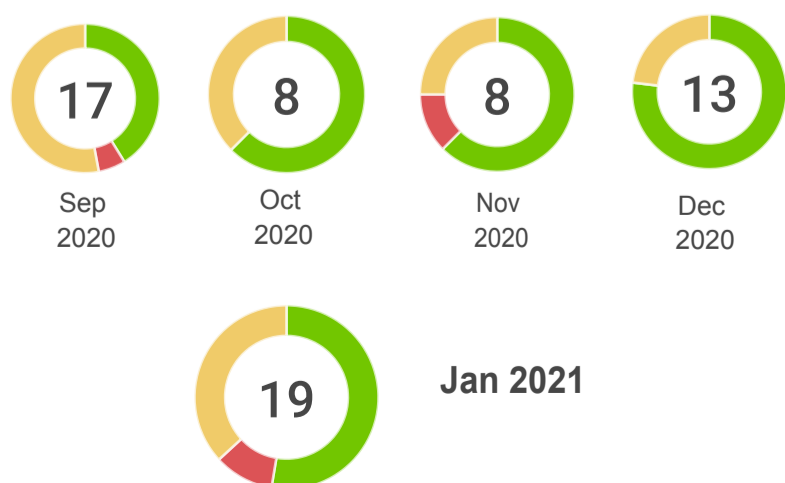
Positive Feedback - Compliments



How do the compliments break down?



Twenty11 Feedback trends - January 2021



● Compliments ● Complaints ● QR