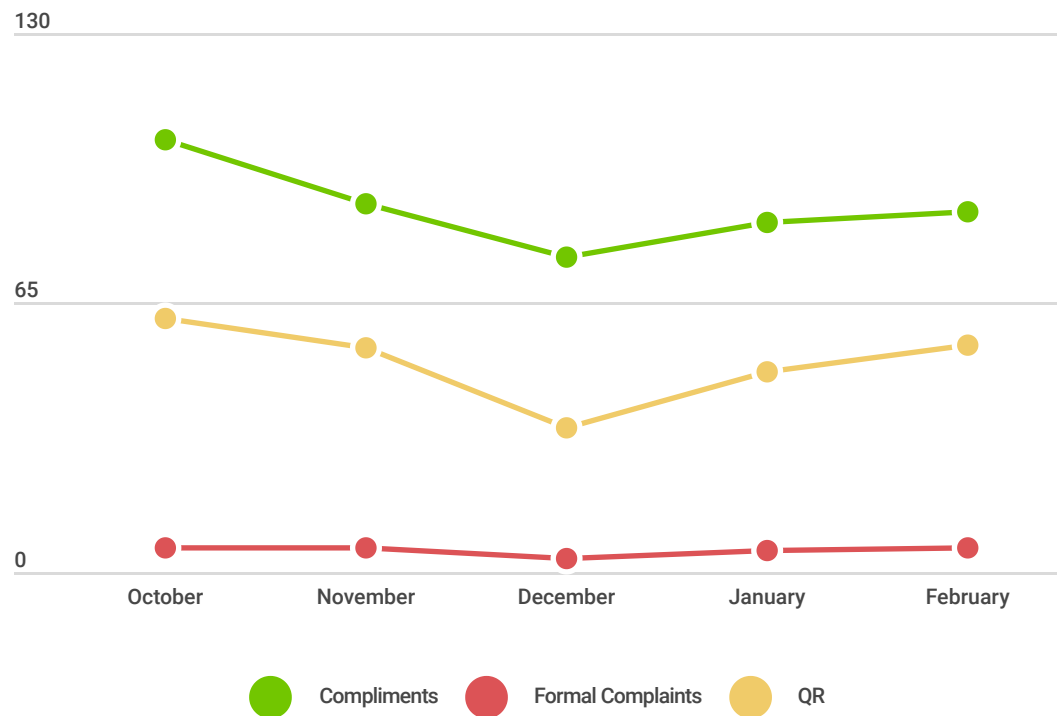
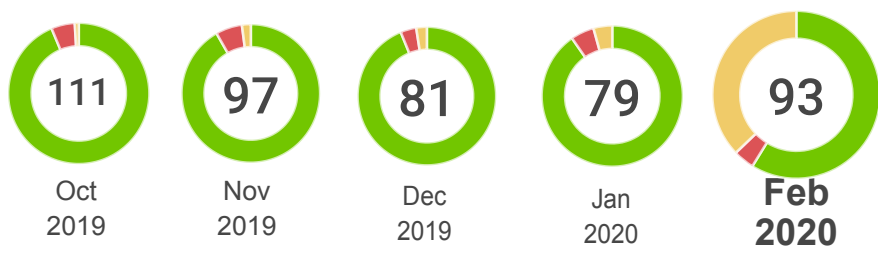
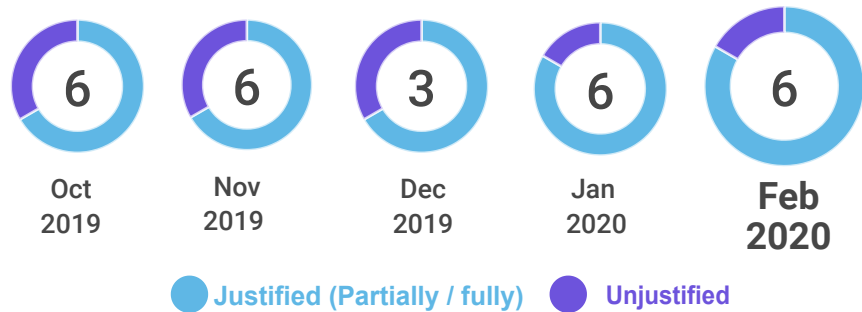


Red Kite Feedback Trends - February 2020



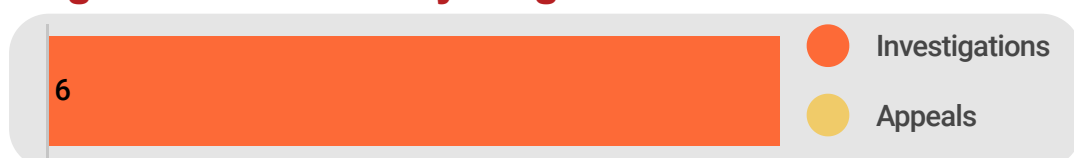
Formal Investigations and appeals



● Justified (Partially / fully) ● Unjustified

Negative Feedback - Formal Investigation Complaints

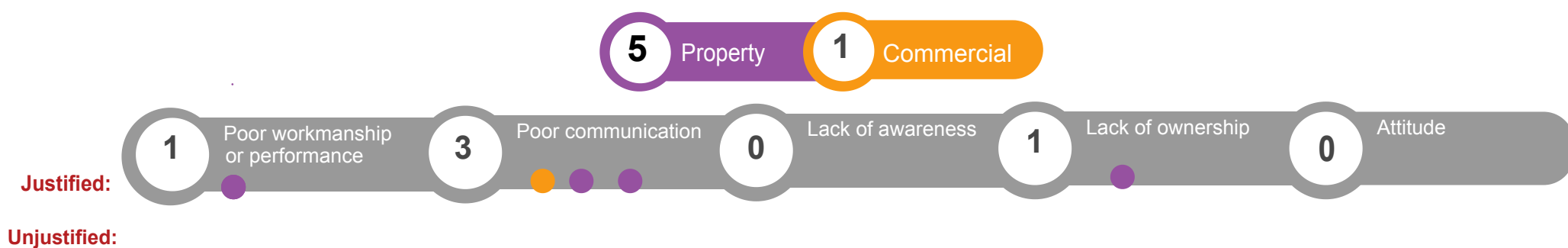
Negative Feedback by stages



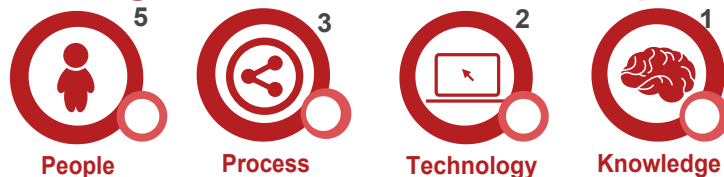
Average response times



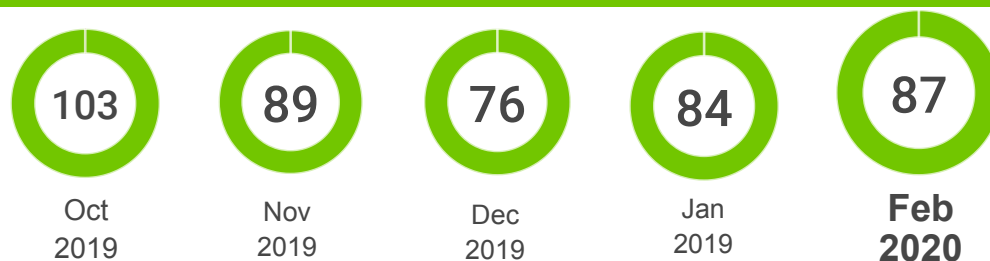
Root causes of complaints



Learning identified from formal complaints



Positive Feedback - Compliments



How do the compliments break down?

