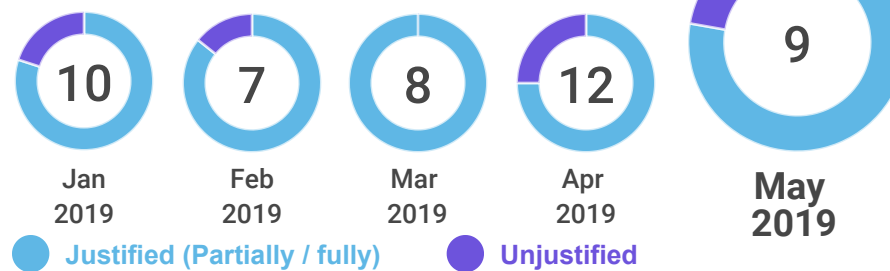
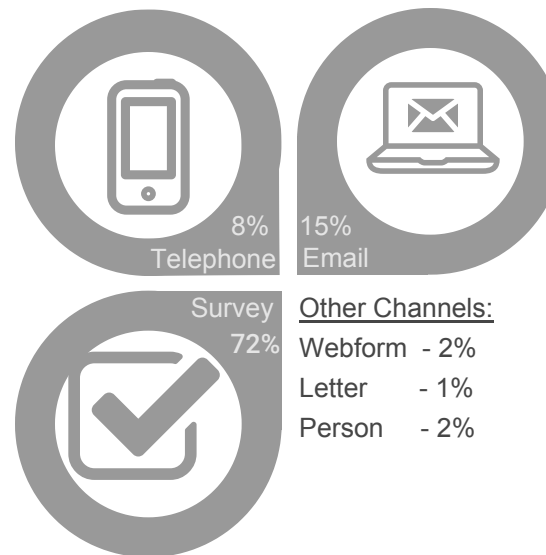
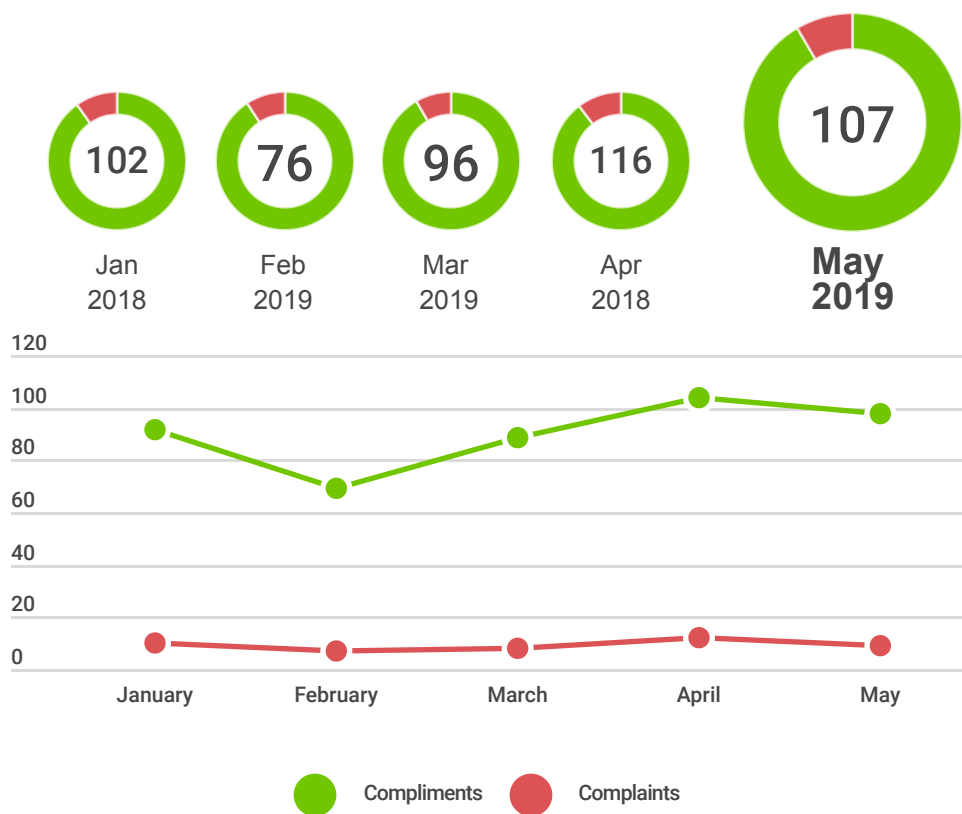
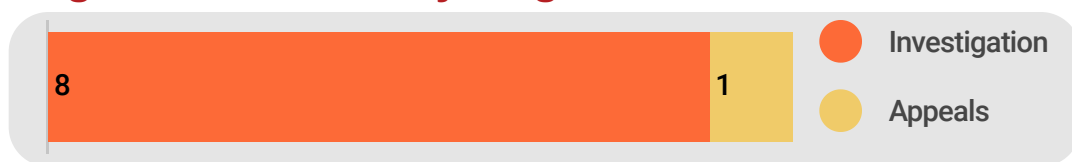


# Feedback trends - May 2019



## Negative Feedback - Formal Complaints

### Negative Feedback by stages



### Average response times



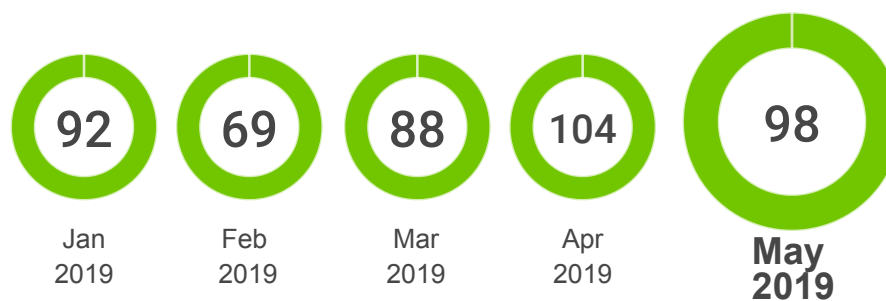
### Root causes of complaints



### Learning identified from formal complaints



## Positive Feedback - Compliments



### How do the compliments break down?

