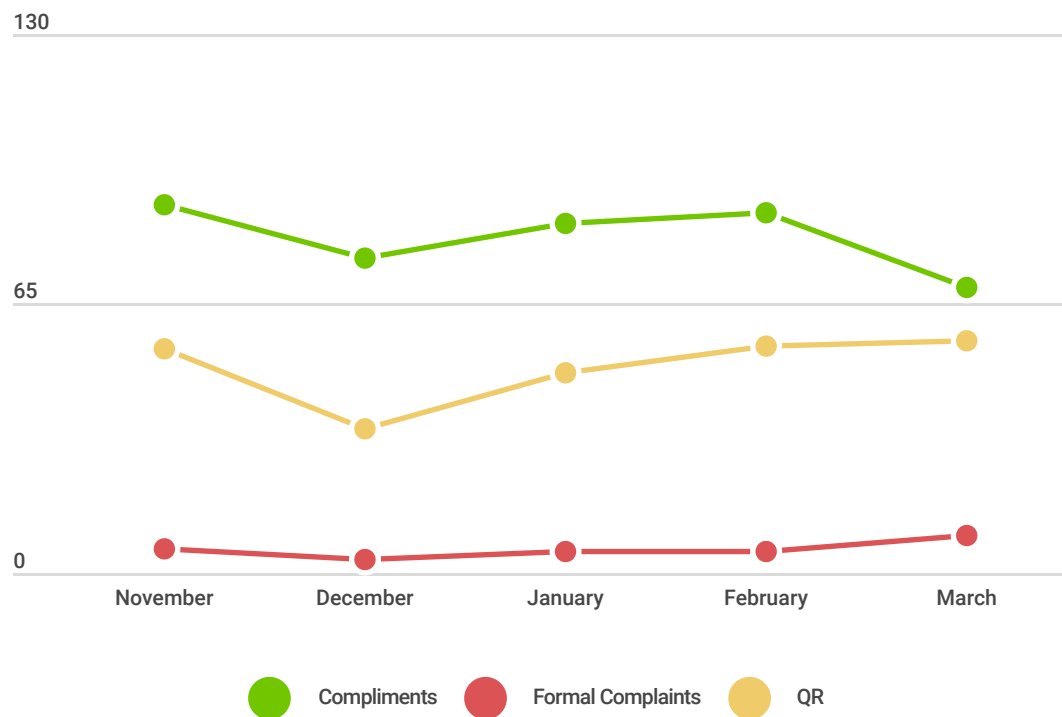
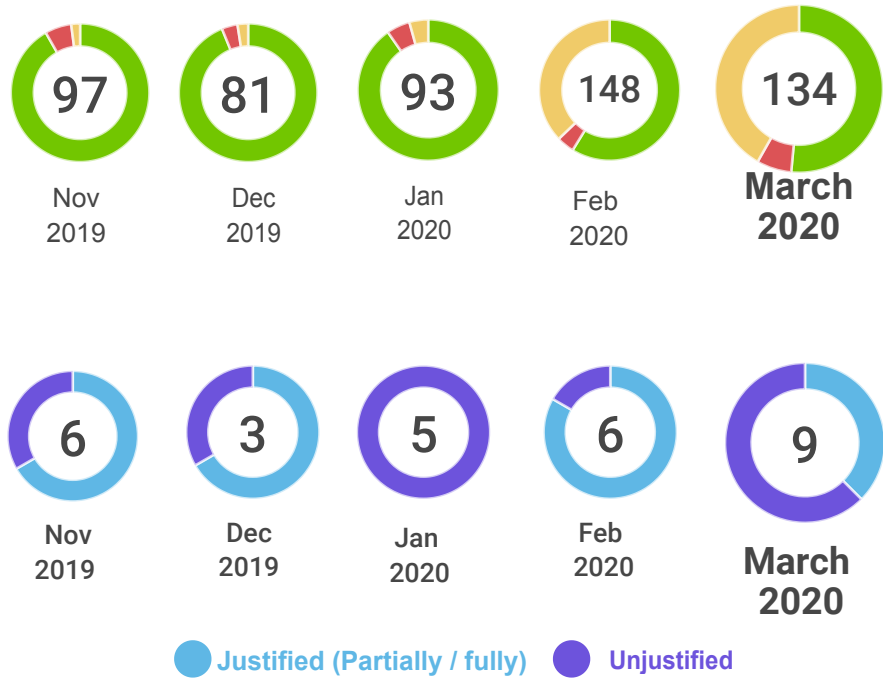
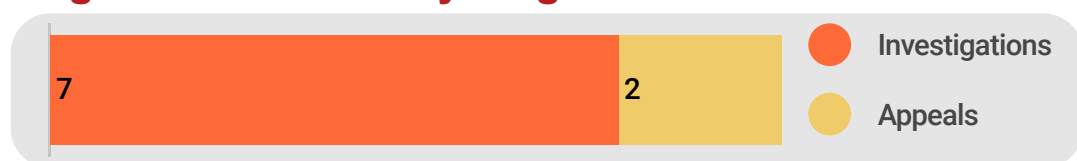


# Red Kite Feedback Trends - March 2020



## Negative Feedback - Formal Investigation Complaints

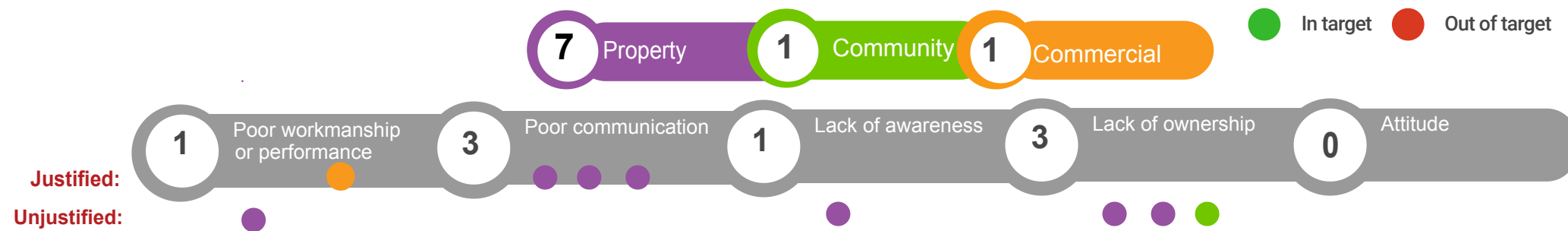
### Negative Feedback by stages



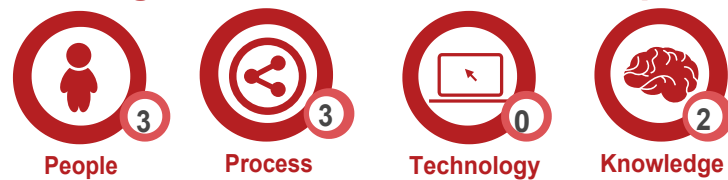
### Timeliness of Response



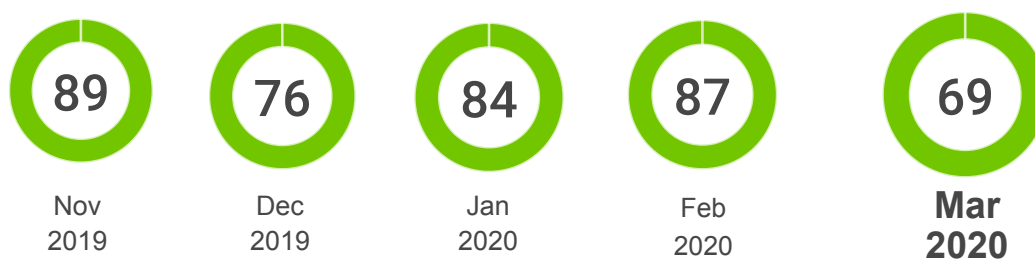
### Root causes of complaints



### Learning identified from formal complaints



## Positive Feedback - Compliments



### How do the compliments break down?

