Red Kite Feedback Trends - March 2021 142 149 144 148 60 Mar Nov Dec Jan Feb 2021 2020 2020 2021 2021 40 20 Mar November December January February March Dec Feb Jan 2021 2020 2021 2021 2020 Compliments Complaints Justified (Partially / Fully) Unjustified Negative Feedback - Formal Investigation Complaints **Negative Feedback by stages** 16 **Timeliness of** 12 Response Investigations 20 **Appeals Root causes of complaints** Investigations **Appeals** 3 16 Relationship Community Commercial **Property** In target Out of target Poor workmanship or performance Lack of awareness Lack of ownership Attitude Poor communication Justified: **Unjustified:** TBC: Learning identified from formal complaints **Process Technology Positive Feedback - Compliments** 61 Mar Feb Jan Nov Dec 2020 How do the compliments break down? 29 K&T Gilmartins Neilds Other contractors Community Development Relationships **Property** Twenty11 Feedback trends - March 2021 19 2020 2020 2021 2021 12 Mar 2021 Nov Dec Jan Feb Mar Compliments Complaints