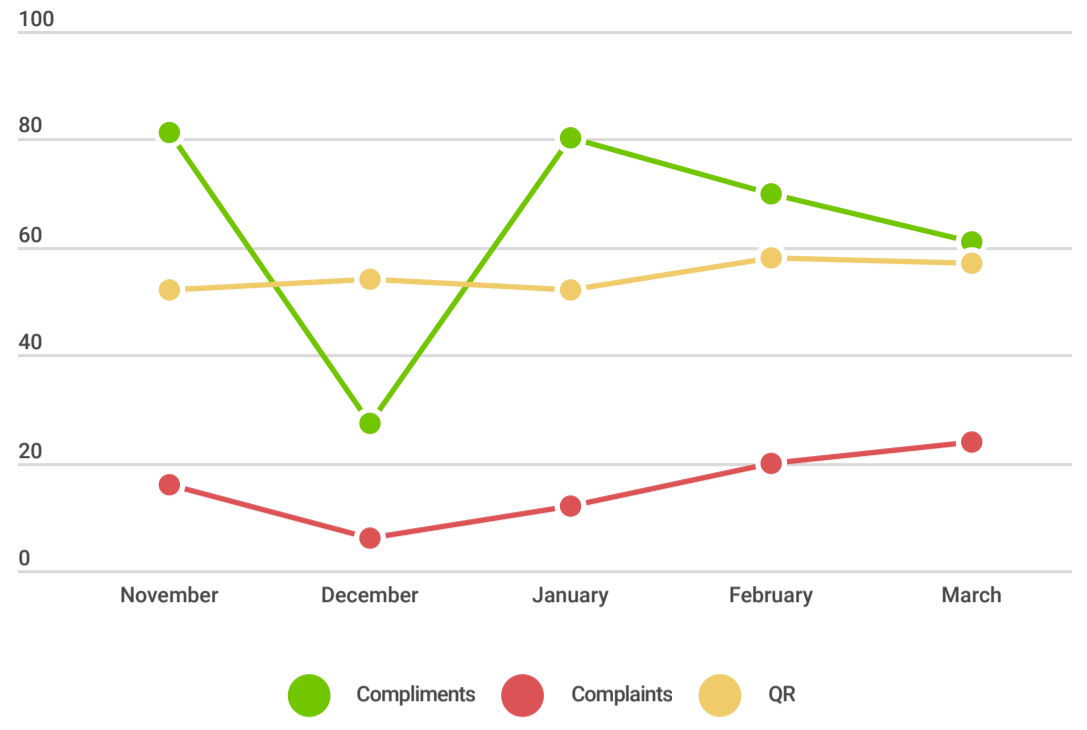
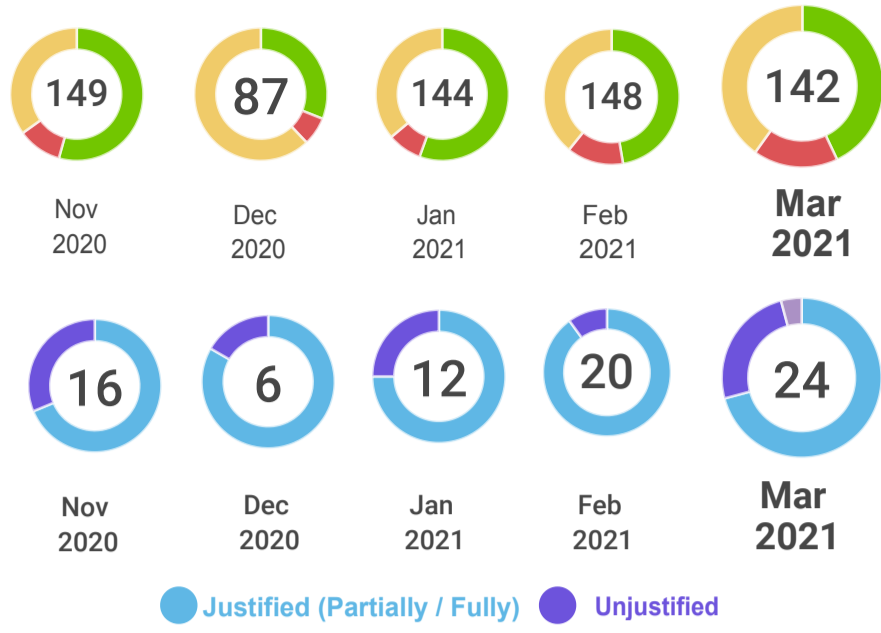
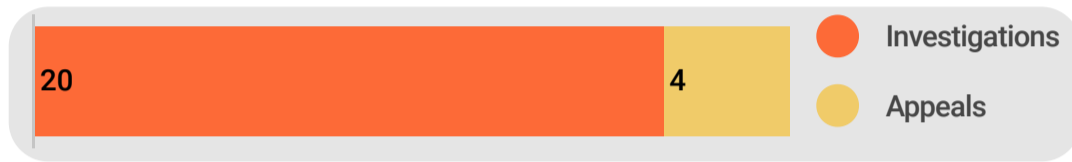


Red Kite Feedback Trends - March 2021

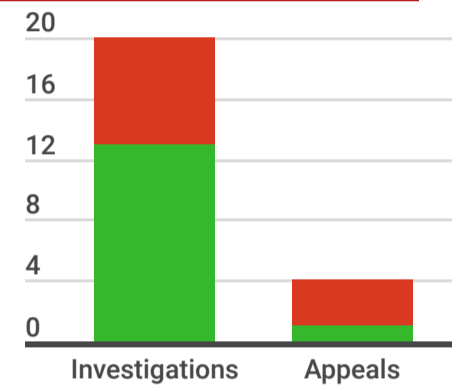


Negative Feedback - Formal Investigation Complaints

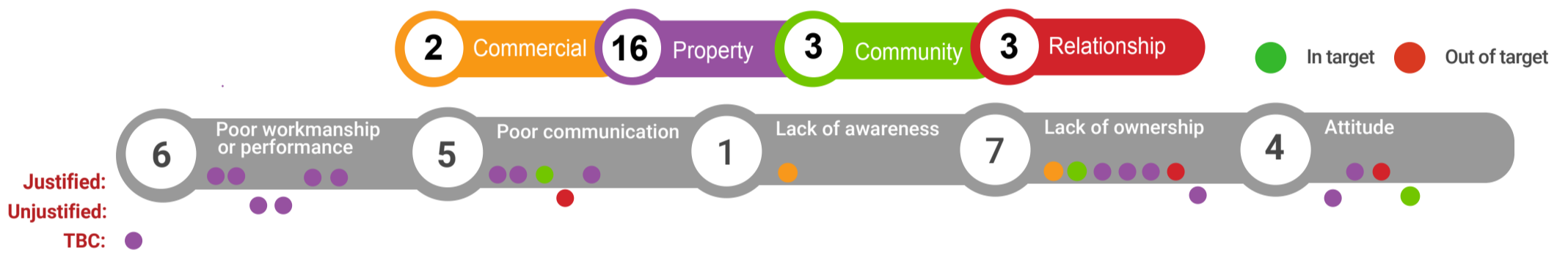
Negative Feedback by stages



Timeliness of Response



Root causes of complaints



Learning identified from formal complaints



Positive Feedback - Compliments



How do the compliments break down?



Twenty11 Feedback trends - March 2021

