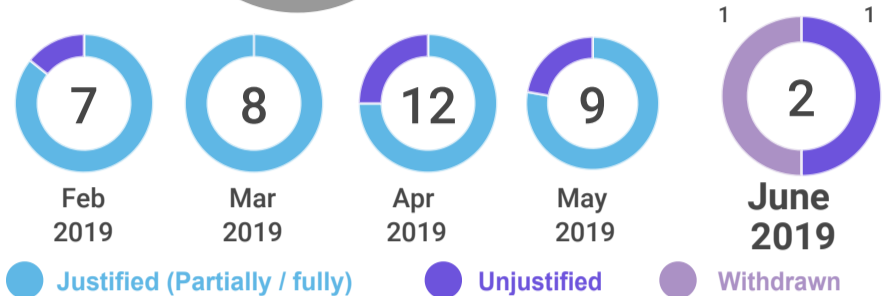
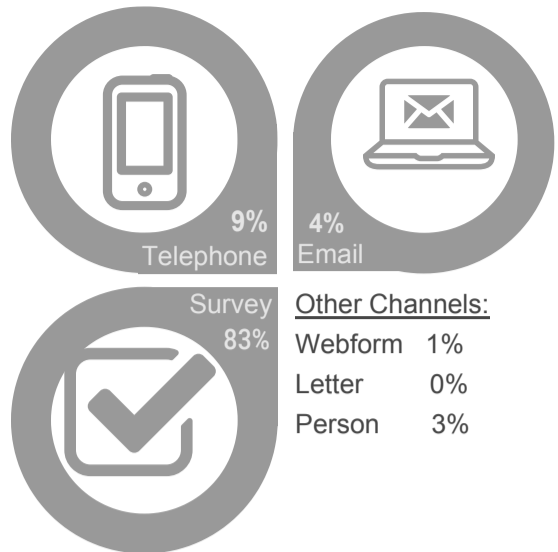
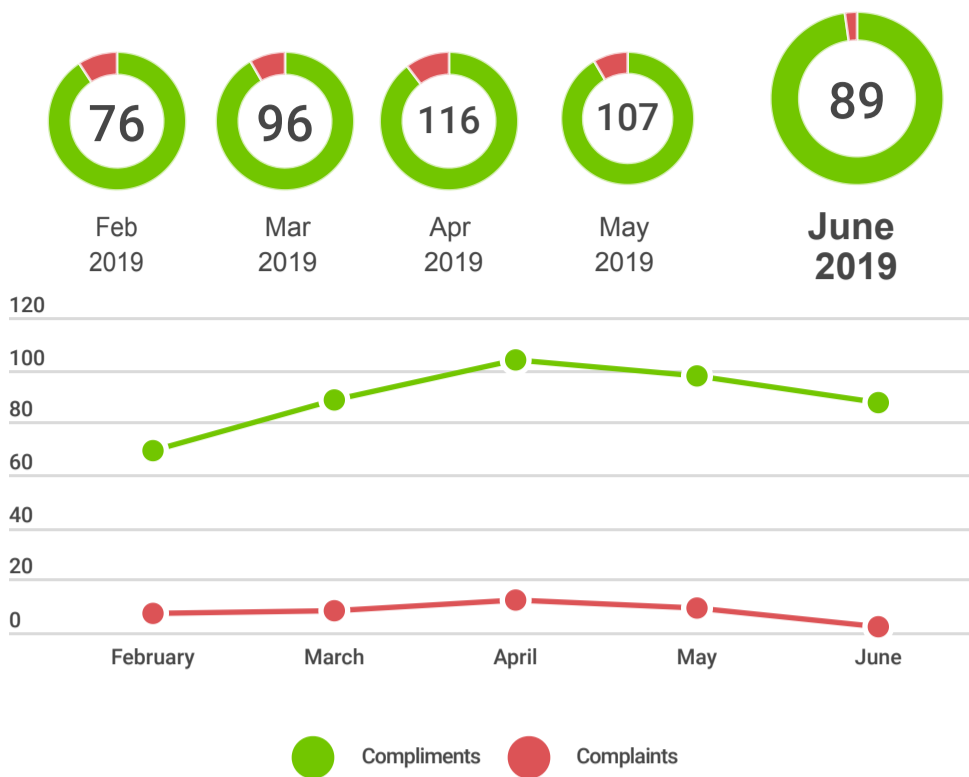
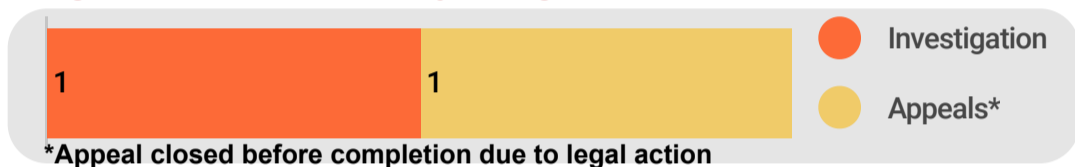


Feedback trends - June 2019



Negative Feedback - Formal Complaints

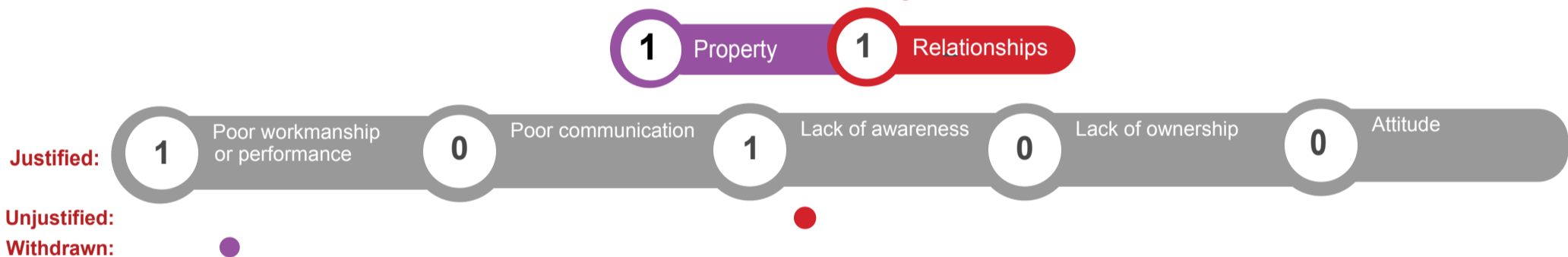
Negative Feedback by stages



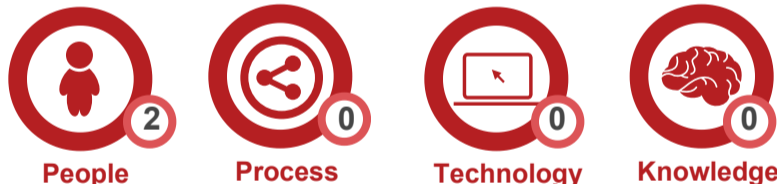
Average response times



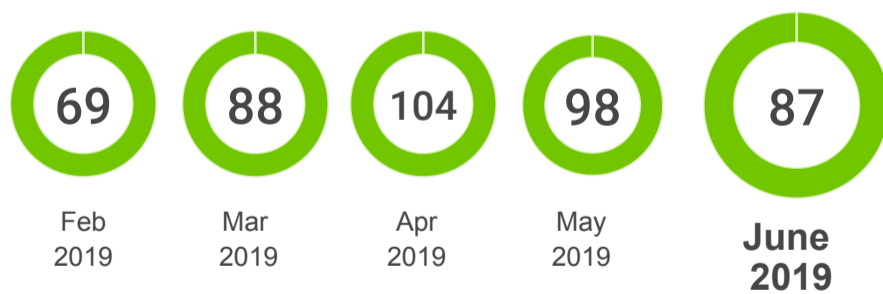
Root causes of complaints



Learning identified from formal complaints



Positive Feedback - Compliments



How do the compliments break down?

