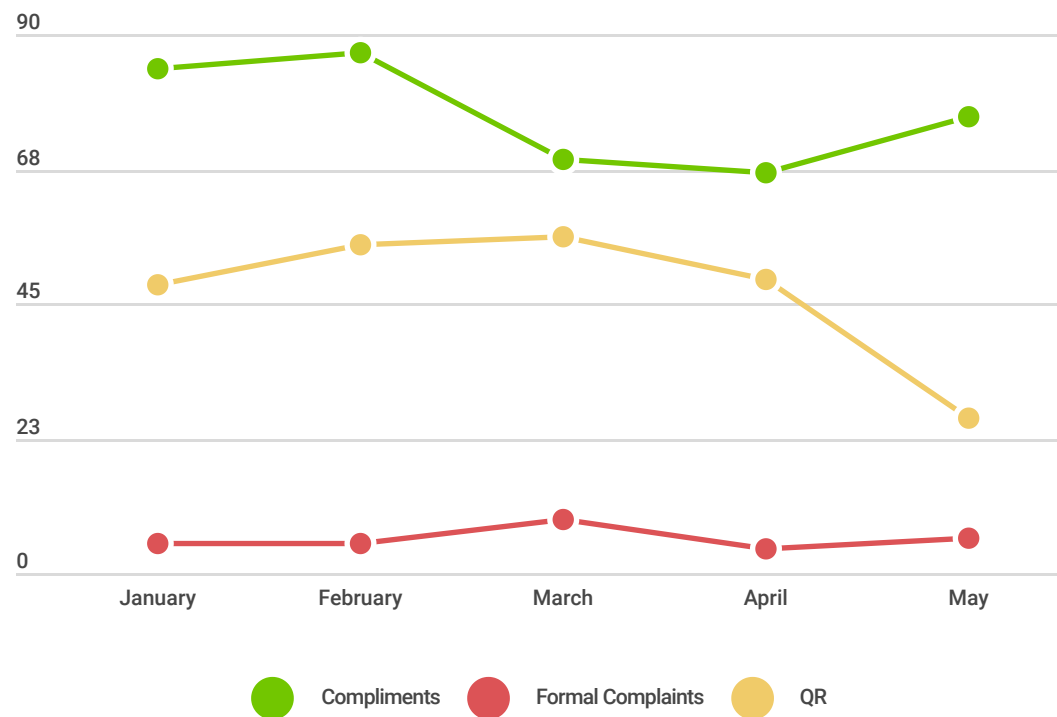
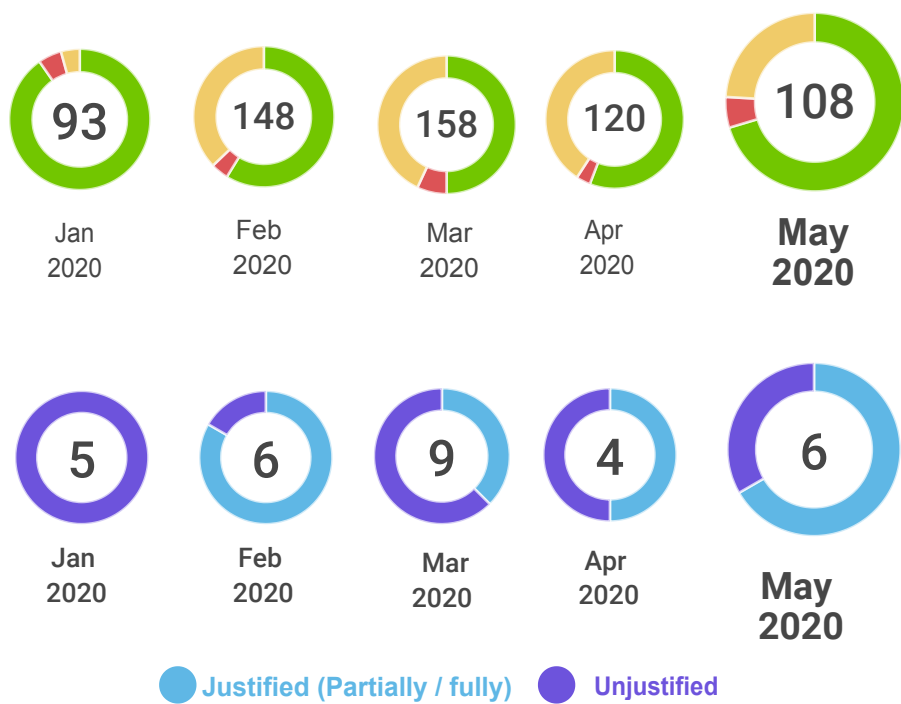
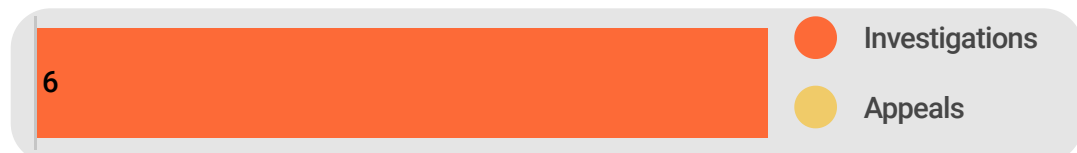


# Red Kite Feedback Trends - May 2020

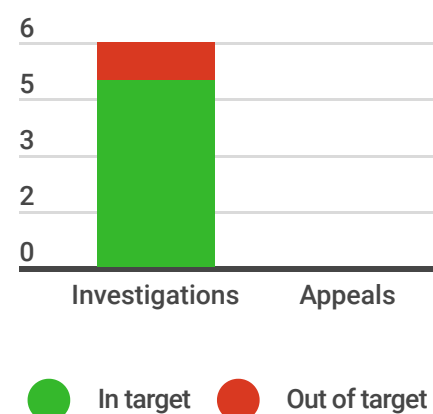


## Negative Feedback - Formal Investigation Complaints

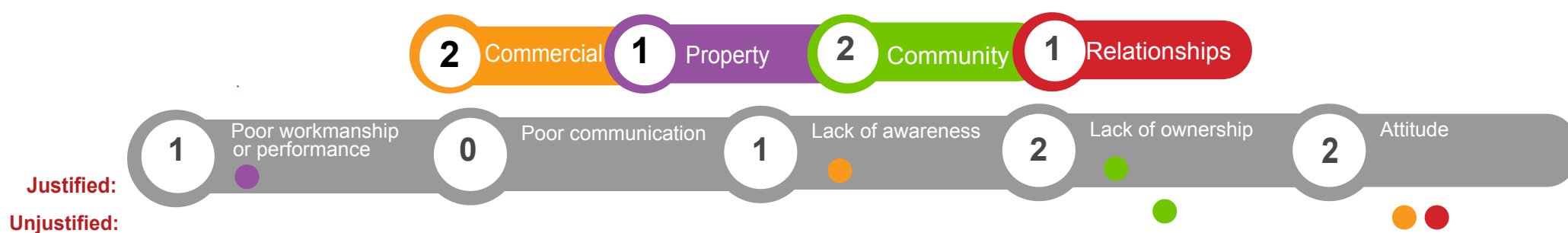
### Negative Feedback by stages



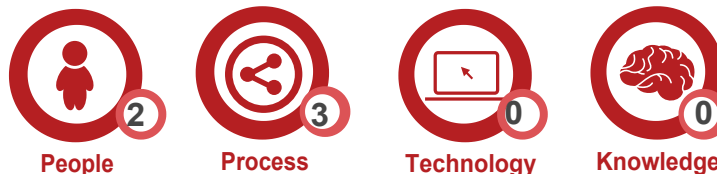
### Timeliness of Response



### Root causes of complaints



### Learning identified from formal complaints



## Positive Feedback - Compliments



### How do the compliments break down?

