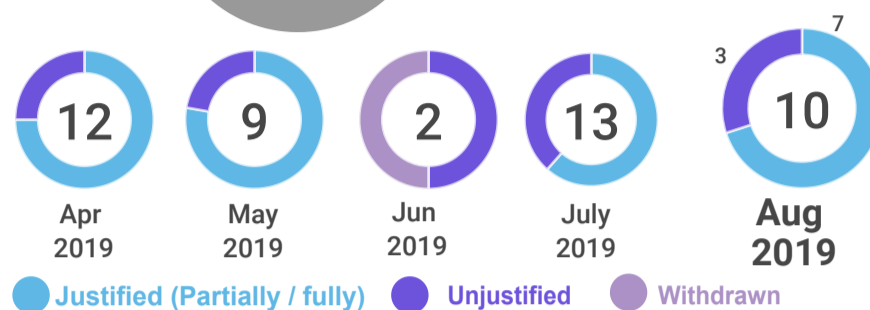
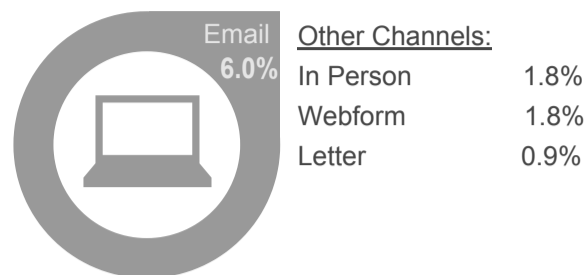
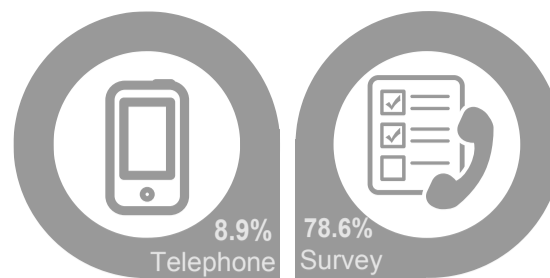
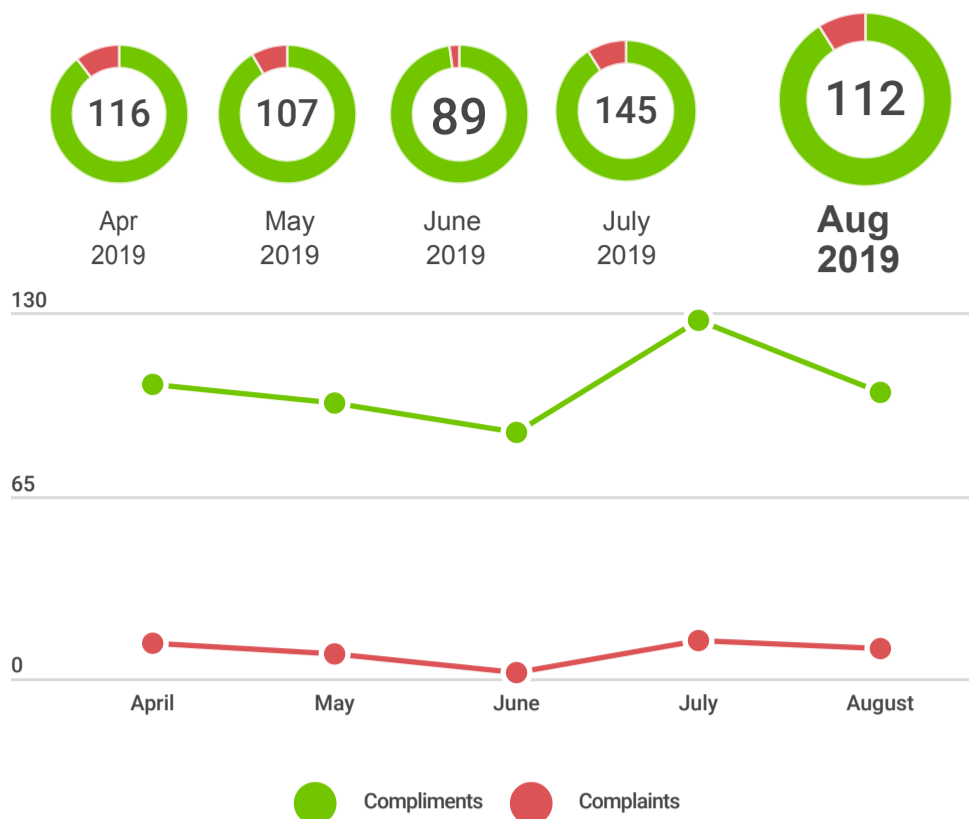
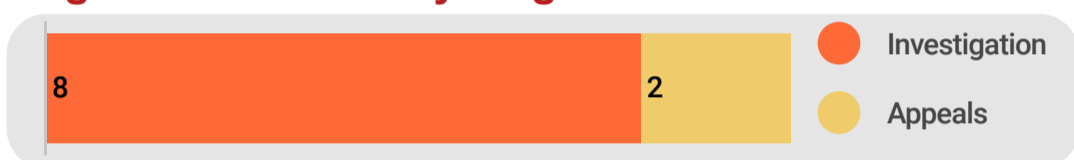


Red Kite Feedback trends - August 2019



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?

