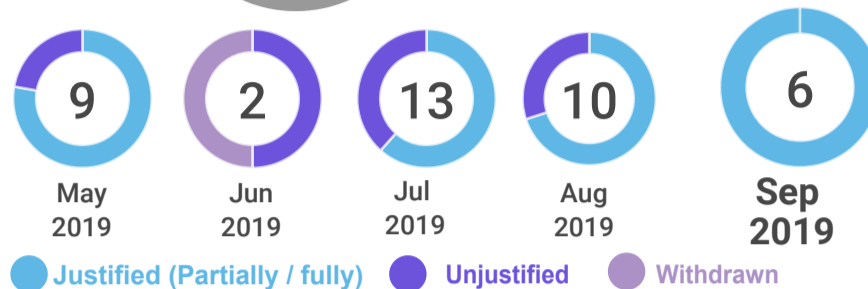
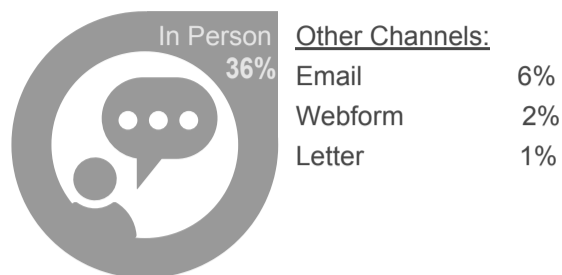
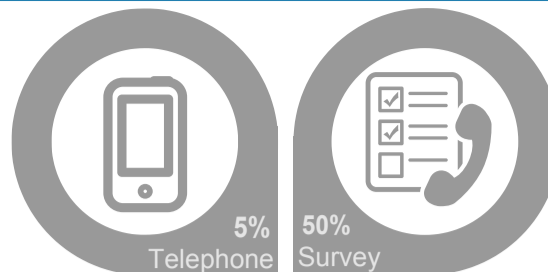
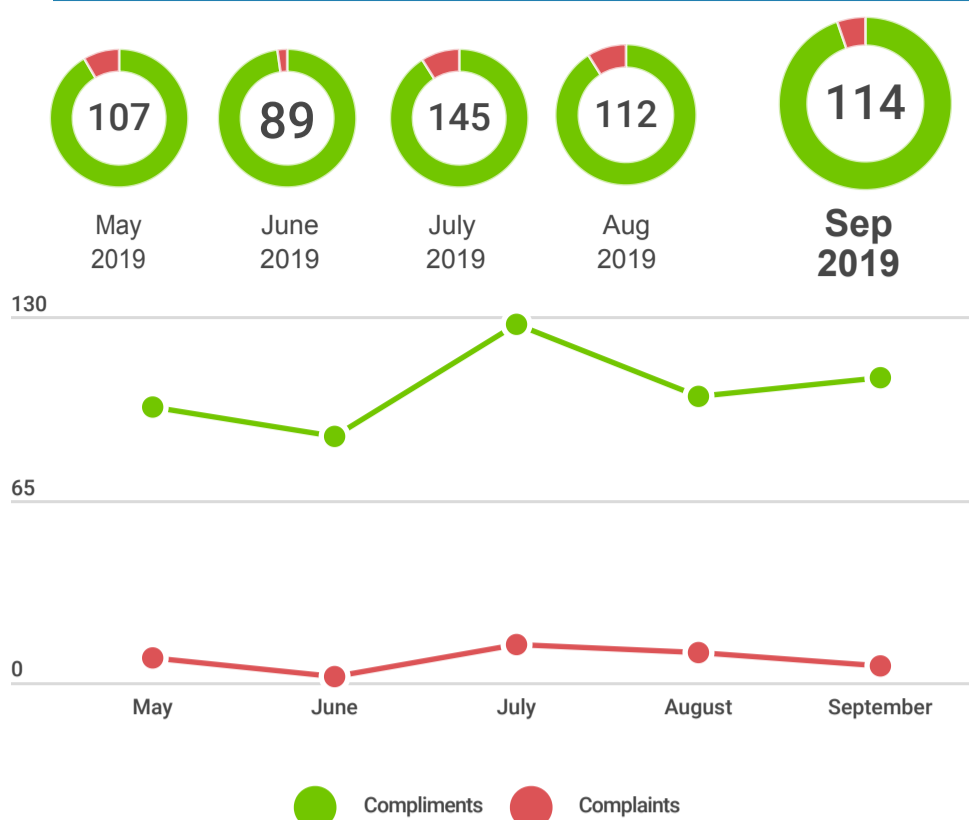
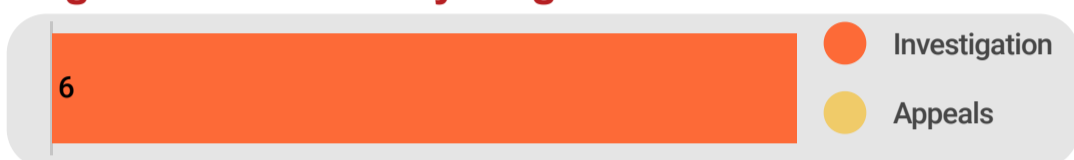


Red Kite Feedback trends - September 2019



Negative Feedback - Formal Complaints

Negative Feedback by stages



Average response times



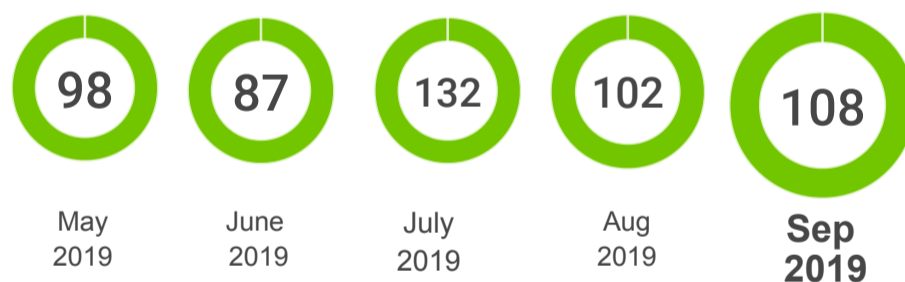
Root causes of complaints



Learning identified from formal complaints



Positive Feedback - Compliments



How do the compliments break down?

