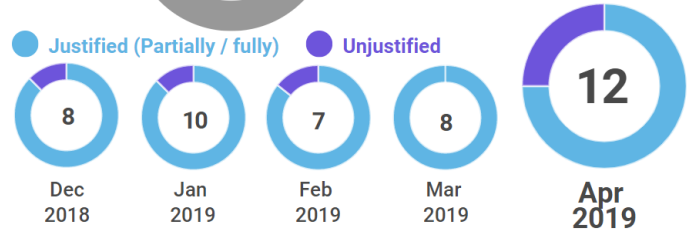
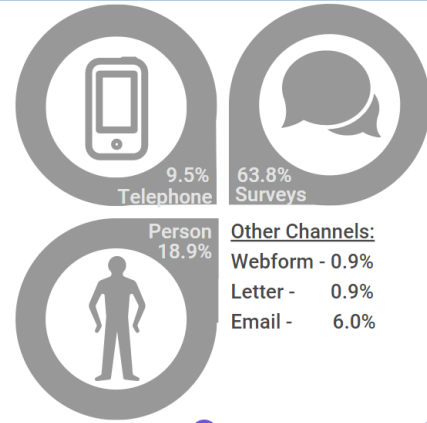
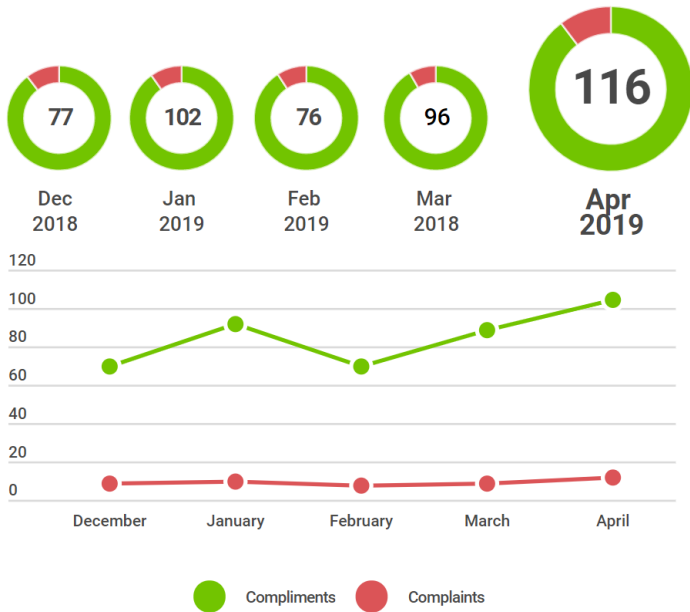


# Feedback trends - April 2019



## Negative Feedback - Formal

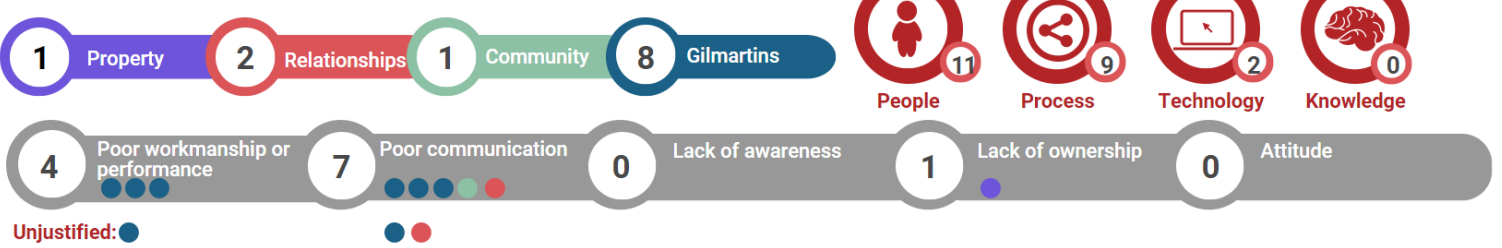
### Negative Feedback by stages



### Average response times



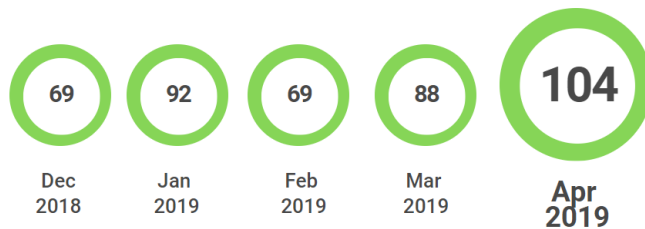
### Root causes of complaints



### Learning identified from formal complaints



## Positive Feedback - Compliments



### How do the compliments break down?

