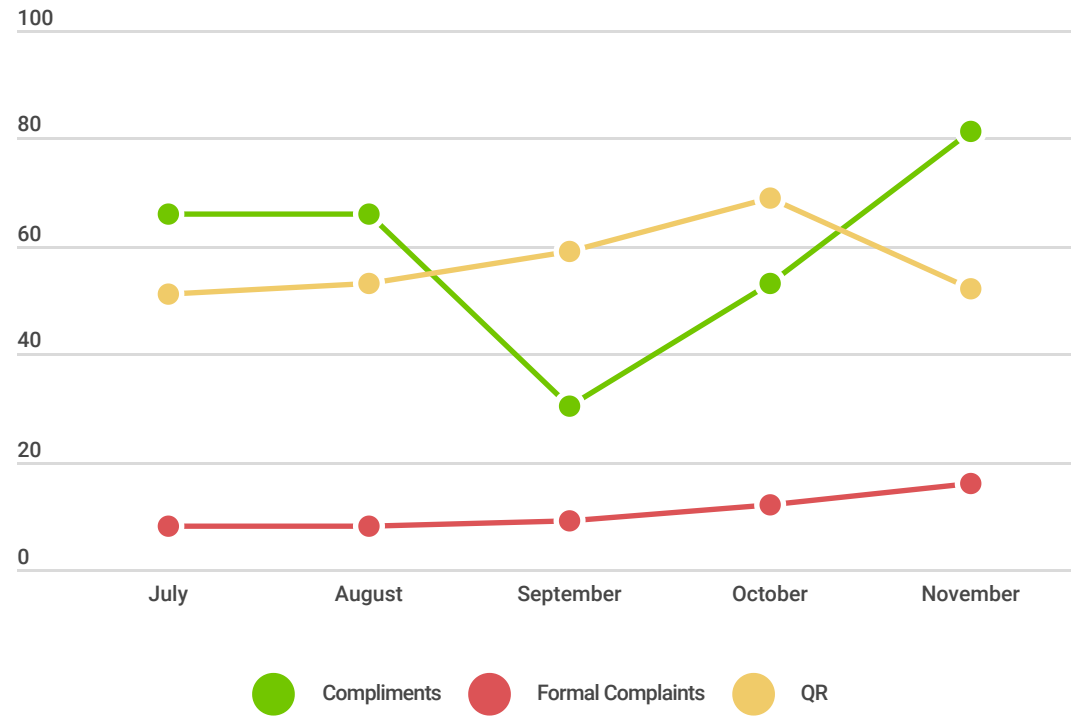
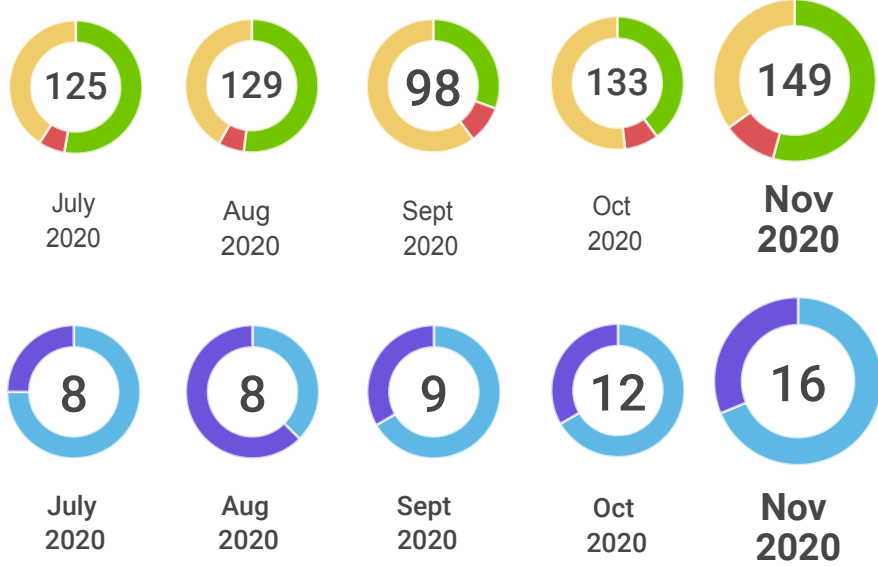


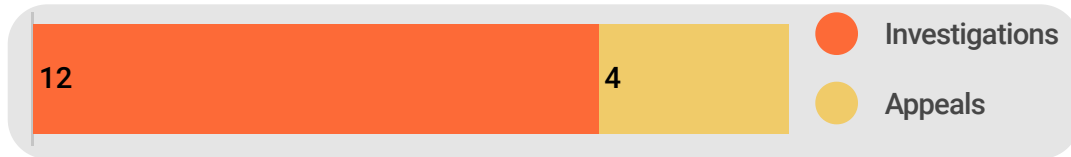
Red Kite Feedback Trends - November 2020



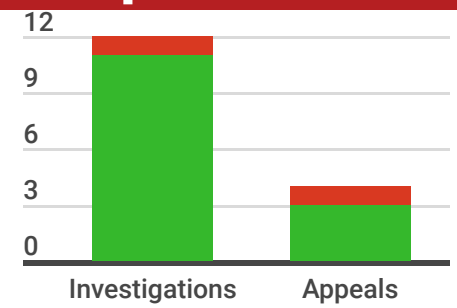
● Justified (Partially / fully) ● Unjustified

Negative Feedback - Formal Investigation Complaints

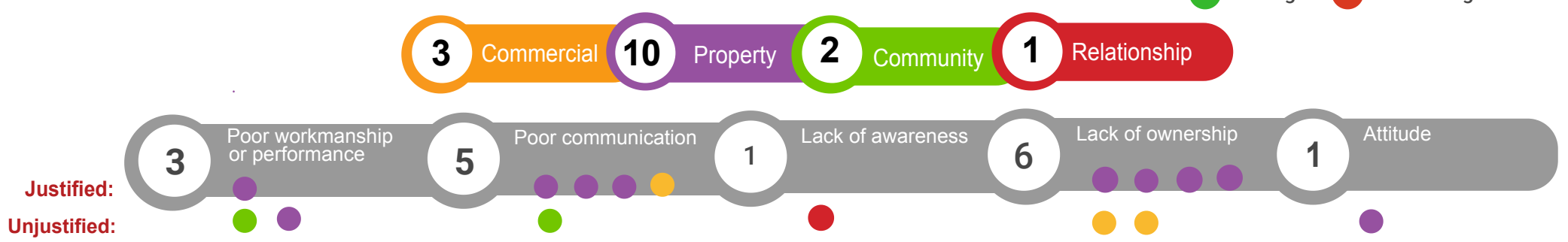
Negative Feedback by stages



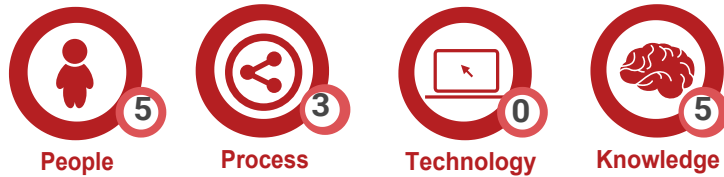
Timeliness of Response



Root causes of complaints



Learning identified from formal complaints



Positive Feedback - Compliments



How do the compliments break down?

