

Month Reported	Jul-19
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Number of Complaints - Year to Date													
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Complaints by Location

Breakdown by house/centre	No of Customers	Open at start of month	Opened	Closed	Open at end of month	% of complaints vs deliveries made
Birmingham	5,886	62	158	141	79	0.09%
Hemel Hempstead	8,087	50	184	179	55	0.08%
Newcastle	1,462	1	11	11	1	0.03%
Newport	5,032	19	56	61	14	0.04%
Nottingham	2,964	18	50	51	17	0.06%
Stockport	3,307	6	39	33	12	0.04%
London Travel News	79	0	1	1	0	0.04%
NEWCASTLE CALL CENTRE	7,733	0	6	6	0	0.00%
WEDNESBURY CALL CENTRE	19,084	21	125	128	18	0.02%
SALES CENTRE	26,817	1	42	42	1	0.01%
NAC	26,817	0	0	0	0	0.00%
TOTAL	26,817	178	672	653	197	0.08%

Breakdown by house/centre	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Total
Birmingham	120	131	117	130	91	97	158	0	0	0	0	0	844
Hemel Hempstead	147	125	134	178	129	132	184	0	0	0	0	0	1,029
Newcastle	8	5	6	3	4	4	11	0	0	0	0	0	41
Newport	53	66	66	59	54	60	56	0	0	0	0	0	414
Nottingham	60	36	41	35	18	17	50	0	0	0	0	0	257
Stockport	52	35	38	41	30	37	39	0	0	0	0	0	272
London Travel News	0	0	0	0	0	2	1	0	0	0	0	0	3
NEWCASTLE CALL CENTRE	0	0	1	1	0	2	6	0	0	0	0	0	10
WEDNESBURY CALL CENTRE	59	60	46	46	29	23	125	0	0	0	0	0	388
SALES CENTRE	16	18	15	18	18	9	42	0	0	0	0	0	136
NAC	1	0	0	0	0	1	0	0	0	0	0	0	2
TOTAL	516	476	464	511	373	384	672	0	0	0	0	0	3,396

Complaints by Classification Category

Breakdown by category	Open at start of month	Opened	Closed	Open at end of month	% of customer base complained in month
Invoicing	9	63	64	8	0.23%
Returns	43	190	190	43	0.71%
Supplies	3	102	100	5	0.38%
Deliveries (Timeliness)	38	108	93	53	0.40%
Deliveries (Quality)	9	114	115	8	0.43%
Voucher Processing*	0	0	0	0	0.00%
Claims	30	70	66	34	0.26%
Communication	9	9	14	4	0.03%
Documents	4	16	12	8	0.06%
TOTAL	145	672	654	163	2.51%

Breakdown by category	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Total
Invoicing	53	48	39	33	26	17	63	0	0	0	0	0	279
Returns	145	110	115	122	77	90	190	0	0	0	0	0	849
Supplies	62	53	42	61	52	36	102	0	0	0	0	0	408
Deliveries (Timeliness)	56	49	87	106	82	72	108	0	0	0	0	0	560
Deliveries (Quality)	87	90	67	82	63	83	114	0	0	0	0	0	586
Voucher Processing*	0	0	0	0	0	0	0	0	0	0	0	0	0
Claims	83	109	94	81	59	61	70	0	0	0	0	0	557
Communication	19	8	15	23	11	23	9	0	0	0	0	0	108
Documents	11	9	5	3	3	2	16	0	0	0	0	0	49
TOTAL	516	476	464	511	373	384	672	0	0	0	0	0	3,396

\*Invoicing includes Voucher processing queries