

Month Reported	Mar-19
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Do Not Overtyp e green shaded cells

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	61	117	113	65	0.07%
Hemel Hempstead	8,087	37	134	127	44	0.06%
Newcastle	1,462	0	6	5	1	0.01%
Newport	5,032	22	66	74	14	0.04%
Nottingham	2,964	14	41	38	17	0.05%
Stockport	3,307	7	38	39	6	0.04%
London Travel News	79	0	0	0	0	0.00%
NEWCASTLE CALL CENTRE	7,733	0	1	1	0	0.00%
WEDNESBURY CALL CENTRE	19,084	19	46	53	12	0.01%
SALES CENTRE	26,817	0	15	15	0	0.00%
NAC	26,817	0	0	0	0	0.00%
TOTAL	26,817	160	464	465	159	0.06%

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	0	0	0	0	0	0	0	0	0	368
Hemel Hempstead	147	125	134	0	0	0	0	0	0	0	0	0	406
Newcastle	8	5	6	0	0	0	0	0	0	0	0	0	19
Newport	53	66	66	0	0	0	0	0	0	0	0	0	185
Nottingham	60	36	41	0	0	0	0	0	0	0	0	0	137
Stockport	52	35	38	0	0	0	0	0	0	0	0	0	125
London Travel News	0	0	0	0	0	0	0	0	0	0	0	0	0
NEWCASTLE CALL CENTRE	0	0	1	0	0	0	0	0	0	0	0	0	1
WEDNESBURY CALL CENTRE	59	60	46	0	0	0	0	0	0	0	0	0	165
SALES CENTRE	16	18	15	0	0	0	0	0	0	0	0	0	49
NAC	1	0	0	0	0	0	0	0	0	0	0	0	1
TOTAL	516	476	464	0	0	0	0	0	0	0	0	0	1,456

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	11	39	42	8	0.15%
Returns	38	115	117	36	0.43%
Supplies	15	42	41	16	0.16%
Deliveries (Timeliness)	37	87	86	38	0.32%
Deliveries (Quality)	16	67	67	16	0.25%
Voucher Processing*	0	0	0	0	0.00%
Claims	35	94	92	37	0.35%
Communication	2	15	13	4	0.06%
Documents	6	5	7	4	0.02%
TOTAL	160	464	465	159	1.73%

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	0	0	0	0	0	0	0	0	0	140
Returns	145	110	115	0	0	0	0	0	0	0	0	0	370
Supplies	62	53	42	0	0	0	0	0	0	0	0	0	157
Deliveries (Timeliness)	56	49	87	0	0	0	0	0	0	0	0	0	192
Deliveries (Quality)	87	90	67	0	0	0	0	0	0	0	0	0	244
Voucher Processing*	0	0	0	0	0	0	0	0	0	0	0	0	0
Claims	83	109	94	0	0	0	0	0	0	0	0	0	286
Communication	19	8	15	0	0	0	0	0	0	0	0	0	42
Documents	11	9	5	0	0	0	0	0	0	0	0	0	25
TOTAL	516	476	464	0	0	0	0	0	0	0	0	0	1,456

*Invoicing includes Voucher processing queries