

Complaints by Location

Breakdown by Business Area	No of Customers	Open at start of month	Opened	Closed	Open at end of month	% of complaints vs deliveries made
Birmingham	6,004	5	27	31	1	0.01%
Hemel Hempstead	9,233	5	96	95	6	0.03%
Newport	4,674	4	34	33	5	0.02%
Nottingham	4,021	1	25	25	1	0.02%
London Travel News	46	0	0	0	0	0.00%
Customer Contact Centres	23,978	2	10	11	1	0.00%
Sales Centre	23,978	2	5	6	1	0.00%
Finance Centre	23,978	0	0	0	0	0.00%
Other	23,978	0	0	0	0	0.00%
TOTAL	23,978	19	197	201	15	0.03%

Breakdown by Business Area	Jan-21	Feb-21	Mar-21	Apr-21	Total YTD
Birmingham	20	19	20	27	86
Hemel Hempstead	39	32	53	96	220
Newport	15	11	25	34	85
Nottingham	9	5	24	25	63
London Travel News	0	0	1	0	1
Customer Contact Centres	0	11	4	10	25
Sales Centre	0	0	1	5	6
Finance Centre	0	0	0	0	0
Other	29	24	0	0	53
TOTAL	112	102	128	197	539

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	2	15	16	1	0.06%
Returns	2	61	62	1	0.25%
Supplies	3	17	18	2	0.07%
Deliveries (Timeliness)	1	6	5	2	0.03%
Deliveries (Quality)	1	18	16	3	0.08%
Claims	7	75	77	5	0.31%
Communication	2	3	5	0	0.01%
Documents	1	2	2	1	0.01%
CS Application Support (Vouchers)	0	0	0	0	0.00%
New Customers	0	0	0	0	0.00%

Breakdown by Category	Jan-21	Feb-21	Mar-21	Apr-21	Total YTD
Invoicing	6	9	8	15	38
Returns	34	24	33	61	152
Supplies	15	12	14	17	58
Deliveries (Timeliness)	17	5	10	6	38
Deliveries (Quality)	10	12	12	18	52
Claims	19	38	46	75	178
Communication	4	1	1	3	9
Documents	0	1	4	2	7
CS Application Support (Vouchers)	6	0	0	0	6
New Customers	0	0	0	0	0

80 —
70 —
60 —
50 —
40 —
30 —
20 —
10 —
0 —
%