

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	1	82	73	10	0.05%
Hemel Hempstead	9,233	7	117	116	8	0.04%
Newport	4,674	3	50	46	7	0.04%
Nottingham	4,021	0	33	27	6	0.03%
London Travel News	46	0	0	0	0	0.00%
Customer Contact Centres	23,978	0	5	5	0	0.00%
Sales Centre	23,978	1	15	15	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	12	302	282	32	0.04%

Breakdown by Business Area	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Total YTD
Birmingham	20	19	20	27	25	54	47	57	100	106	86	82	643
Hemel Hempstead	39	32	53	96	54	77	32	68	143	149	141	117	1,001
Newport	15	11	25	34	24	31	33	43	46	39	56	50	407
Nottingham	9	5	24	25	29	25	40	50	45	38	17	33	340
London Travel News	0	0	1	0	0	0	0	0	0	0	0	0	1
Customer Contact Centres	0	11	4	10	14	2	7	10	1	12	13	5	89
Sales Centre	0	0	1	5	4	10	1	3	9	7	1	15	56
Finance Centre	0	0	0	0	0	0	0	1	0	0	0	0	1
Other	29	24	0	0	1	0	57	0	0	0	0	0	111
TOTAL	112	102	128	197	151	199	217	232	344	351	314	302	2,649

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	0	24	21	3	0.10%
Returns	2	81	69	14	0.34%
Supplies	0	14	11	3	0.06%
Deliveries (Timeliness)	6	88	88	6	0.37%
Deliveries (Quality)	0	18	18	0	0.08%
Claims	2	63	60	5	0.26%
Communication	2	5	7	0	0.02%
Documents	0	8	8	0	0.03%
CS Application Support (Vouchers)	0	0	0	0	0.00%
New Customers	0	1	0	1	0.00%

Breakdown by Category	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Total YTD
Invoicing	6	9	8	15	10	8	21	13	13	9	19	24	155
Returns	34	24	33	61	36	28	36	51	87	93	92	81	656
Supplies	15	12	14	17	20	37	12	6	9	7	2	14	165
Deliveries (Timeliness)	17	5	10	6	10	23	52	53	79	93	92	88	528
Deliveries (Quality)	10	12	12	18	18	27	11	24	26	28	18	18	222
Claims	19	38	46	75	41	61	59	61	74	80	68	63	685
Communication	4	1	1	3	5	4	7	3	6	7	15	5	61
Documents	0	1	4	2	6	4	4	2	6	8	8	8	53
CS Application Support (Vouchers)	6	0	0	0	0	0	0	0	0	0	0	0	6
New Customers	0	0	0	0	0	0	0	1	1	3	0	1	6

100
90
80
70
60
50
40
30
20
10
0