

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	3	19	17	5	0.01%
Hemel Hempstead	9,233	0	32	34	-2	0.01%
Newport	4,674	0	11	10	1	0.01%
Nottingham	4,021	0	5	5	0	0.00%
London Travel News	46	0	0	0	0	0.00%
Customer Contact Centres	23,978	0	11	11	0	0.00%
Sales Centre	23,978	0	0	0	0	0.00%
Finance Centre	23,978	0	0	0	0	0.00%
Other	23,978	0	24	25	-1	0.00%
TOTAL	23,978	3	102	102	3	0.01%

Breakdown by Business Area	Jan-21	Feb-21	Total YTD
Birmingham	20	19	39
Hemel Hempstead	39	32	71
Newport	15	11	26
Nottingham	9	5	14
London Travel News	0	0	0
Customer Contact Centres	0	11	11
Sales Centre	0	0	0
Finance Centre	0	0	0
Other	29	24	53
TOTAL	112	102	214

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	9	9	0	0.04%
Returns	1	24	24	1	0.10%
Supplies	1	12	11	2	0.05%
Deliveries (Timeliness)	1	5	6	0	0.02%
Deliveries (Quality)	0	12	12	0	0.05%
Claims	0	38	38	0	0.16%
Communication	0	1	1	0	0.00%
Documents	0	1	1	0	0.00%
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	Total YTD
Invoicing	6	9	15
Returns	34	24	58
Supplies	15	12	27
Deliveries (Timeliness)	17	5	22
Deliveries (Quality)	10	12	22
Claims	19	38	57
Communication	4	1	5
Documents	0	1	1
CS Application Support (Vouchers)	6	0	6
New Customers	0	0	0

40 -
35 -
30 -
25 -
20 -
15 -
10 -
5 -
0 -
2