

**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	2	20	21	1	0.01%
Hemel Hempstead	9,233	7	39	37	9	0.01%
Newport	4,674	0	15	15	0	0.01%
Nottingham	4,021	1	9	10	0	0.01%
London Travel News	46	0	0	0	0	0.00%
Customer Contact Centres	23,978	0	0	4	-4	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	29	27	2	0.00%
<b>TOTAL</b>	<b>23,978</b>	<b>10</b>	<b>112</b>	<b>114</b>	<b>8</b>	<b>0.02%</b>

Breakdown by Business Area	Jan-21	Total YTD
Birmingham	20	20
Hemel Hempstead	39	39
Newport	15	15
Nottingham	9	9
London Travel News	0	0
Customer Contact Centres	0	0
Sales Centre	0	0
Finance Centre	0	0
Other	29	29
<b>TOTAL</b>	<b>112</b>	<b>112</b>

0%.

**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	6	8	0	0.03%
Returns	6	34	36	4	0.14%
Supplies	1	15	14	2	0.06%
Deliveries (Timeliness)	0	17	16	1	0.07%
Deliveries (Quality)	0	10	10	0	0.04%
Claims	1	19	19	1	0.08%
Communication	0	4	4	0	0.02%
Documents	0	0	0	0	0.00%
CS Application Support (Vouchers)	0	6	6	0	0.03%
New Customers	0	0	0	0	0.00%

Breakdown by Category	Jan-21	Total YTD
Invoicing	6	6
Returns	34	34
Supplies	15	15
Deliveries (Timeliness)	17	17
Deliveries (Quality)	10	10
Claims	19	19
Communication	4	4
Documents	0	0
CS Application Support (Vouchers)	6	6
New Customers	0	0

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