

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	0	47	43	4	0.03%
Hemel Hempstead	9,233	6	32	33	5	0.01%
Newport	4,674	2	33	33	2	0.02%
Nottingham	4,021	2	40	42	0	0.03%
London Travel News	46	0	0	0	0	0.00%
Customer Contact Centres	23,978	1	7	7	1	0.00%
Sales Centre	23,978	0	1	1	0	0.00%
Finance Centre	23,978	0	0	0	0	0.00%
Other	23,978	0	57	60	-3	0.01%
TOTAL	23,978	11	217	219	9	0.03%

Breakdown by Business Area	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Total YTD
Birmingham	20	19	20	27	25	54	47	212
Hemel Hempstead	39	32	53	96	54	77	32	383
Newport	15	11	25	34	24	31	33	173
Nottingham	9	5	24	25	29	25	40	157
London Travel News	0	0	1	0	0	0	0	1
Customer Contact Centres	0	11	4	10	14	2	7	48
Sales Centre	0	0	1	5	4	10	1	21
Finance Centre	0	0	0	0	0	0	0	0
Other	29	24	0	0	1	0	57	111
TOTAL	112	102	128	197	151	199	217	1,106

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	1	21	20	2	0.09%
Returns	0	36	34	2	0.15%
Supplies	0	12	12	0	0.05%
Deliveries (Timeliness)	4	52	54	2	0.22%
Deliveries (Quality)	4	11	14	1	0.05%
Claims	3	59	62	0	0.25%
Communication	0	7	7	0	0.03%
Documents	0	4	4	0	0.02%
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	May-21	Jun-21	Jul-21	Total YTD
Invoicing	6	9	8	15	10	8	21	77
Returns	34	24	33	61	36	28	36	252
Supplies	15	12	14	17	20	37	12	127
Deliveries (Timeliness)	17	5	10	6	10	23	52	123
Deliveries (Quality)	10	12	12	18	18	27	11	108
Claims	19	38	46	75	41	61	59	339
Communication	4	1	1	3	5	4	7	25
Documents	0	1	4	2	6	4	4	21
CS Application Support (Vouchers)	6	0	0	0	0	0	0	6
New Customers	0	0	0	0	0	0	0	0

70 -
60 -
50 -
40 -
30 -
20 -
10 -
0 -
2