

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	54	55	0	0.03%
Hemel Hempstead	9,233	7	77	78	6	0.03%
Newport	4,674	0	31	29	2	0.02%
Nottingham	4,021	2	25	25	2	0.02%
London Travel News	46	0	0	0	0	0.00%
Customer Contact Centres	23,978	2	2	3	1	0.00%
Sales Centre	23,978	2	10	12	0	0.00%
Finance Centre	23,978	0	0	0	0	0.00%
Other	23,978	0	0	0	0	0.00%
TOTAL	23,978	14	199	202	11	0.03%

Breakdown by Business Area	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Total YTD
Birmingham	20	19	20	27	25	54	165
Hemel Hempstead	39	32	53	96	54	77	351
Newport	15	11	25	34	24	31	140
Nottingham	9	5	24	25	29	25	117
London Travel News	0	0	1	0	0	0	1
Customer Contact Centres	0	11	4	10	14	2	41
Sales Centre	0	0	1	5	4	10	20
Finance Centre	0	0	0	0	0	0	0
Other	29	24	0	0	1	0	54
TOTAL	112	102	128	197	151	199	889

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	8	9	1	0.03%
Returns	0	28	28	0	0.12%
Supplies	3	37	40	0	0.15%
Deliveries (Timeliness)	2	23	21	4	0.10%
Deliveries (Quality)	1	27	24	4	0.11%
Claims	5	61	63	3	0.25%
Communication	0	4	4	0	0.02%
Documents	2	4	6	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	Total YTD
Invoicing	6	9	8	15	10	8	56
Returns	34	24	33	61	36	28	216
Supplies	15	12	14	17	20	37	115
Deliveries (Timeliness)	17	5	10	6	10	23	71
Deliveries (Quality)	10	12	12	18	18	27	97
Claims	19	38	46	75	41	61	280
Communication	4	1	1	3	5	4	18
Documents	0	1	4	2	6	4	17
CS Application Support (Vouchers)	6	0	0	0	0	0	6
New Customers	0	0	0	0	0	0	0

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