

**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	20	20	0	0.01%
Hemel Hempstead	9,233	1	53	51	3	0.02%
Newport	4,674	1	25	23	3	0.02%
Nottingham	4,021	0	24	22	2	0.02%
London Travel News	46	0	1	1	0	0.07%
Customer Contact Centres	23,978	0	4	4	0	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	0	0	0	0.00%
<b>TOTAL</b>	<b>23,978</b>	<b>2</b>	<b>128</b>	<b>122</b>	<b>8</b>	<b>0.02%</b>

Breakdown by Business Area	Jan-21	Feb-21	Mar-21	Total YTD
Birmingham	20	19	20	59
Hemel Hempstead	39	32	53	124
Newport	15	11	25	51
Nottingham	9	5	24	38
London Travel News	0	0	1	1
Customer Contact Centres	0	11	4	15
Sales Centre	0	0	1	1
Finance Centre	0	0	0	0
Other	29	24	0	53
<b>TOTAL</b>	<b>112</b>	<b>102</b>	<b>128</b>	<b>342</b>

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**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	8	7	1	0.03%
Returns	1	33	33	1	0.14%
Supplies	1	14	13	2	0.06%
Deliveries (Timeliness)	0	10	10	0	0.04%
Deliveries (Quality)	0	12	12	0	0.05%
Claims	0	46	42	4	0.19%
Communication	0	1	1	0	0.00%
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	Total YTD
Invoicing	6	9	8	23
Returns	34	24	33	91
Supplies	15	12	14	41
Deliveries (Timeliness)	17	5	10	32
Deliveries (Quality)	10	12	12	34
Claims	19	38	46	103
Communication	4	1	1	6
Documents	0	1	4	5
CS Application Support (Vouchers)	6	0	0	6
New Customers	0	0	0	0

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