

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	25	25	1	0.01%
Hemel Hempstead	9,233	6	54	53	7	0.02%
Newport	4,674	5	24	29	0	0.02%
Nottingham	4,021	1	29	28	2	0.02%
London Travel News	46	0	0	0	0	0.00%
Customer Contact Centres	23,978	1	14	13	2	0.00%
Sales Centre	23,978	1	4	3	2	0.00%
Finance Centre	23,978	0	0	0	0	0.00%
Other	23,978	0	1	1	0	0.00%
TOTAL	23,978	15	151	152	14	0.02%

Breakdown by Business Area	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Total YTD
Birmingham	20	19	20	27	25	111
Hemel Hempstead	39	32	53	96	54	274
Newport	15	11	25	34	24	109
Nottingham	9	5	24	25	29	92
London Travel News	0	0	1	0	0	1
Customer Contact Centres	0	11	4	10	14	39
Sales Centre	0	0	1	5	4	10
Finance Centre	0	0	0	0	0	0
Other	29	24	0	0	1	54
TOTAL	112	102	128	197	151	690

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	10	9	2	0.04%
Returns	2	36	38	0	0.15%
Supplies	2	20	19	3	0.08%
Deliveries (Timeliness)	2	10	10	2	0.04%
Deliveries (Quality)	3	18	20	1	0.08%
Claims	5	41	41	5	0.17%
Communication	0	5	5	0	0.02%
Documents	1	6	5	2	0.03%
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	Total YTD
Invoicing	6	9	8	15	10	48
Returns	34	24	33	61	36	188
Supplies	15	12	14	17	20	78
Deliveries (Timeliness)	17	5	10	6	10	48
Deliveries (Quality)	10	12	12	18	18	70
Claims	19	38	46	75	41	219
Communication	4	1	1	3	5	14
Documents	0	1	4	2	6	13
CS Application Support (Vouchers)	6	0	0	0	0	6
New Customers	0	0	0	0	0	0

45 —  
40 —  
35 —  
30 —  
25 —  
20 —  
15 —  
10 —  
5 —  
0 —  
%