

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	3	106	111	-2	0.06%
Hemel Hempstead	9,233	7	149	149	7	0.05%
Newport	4,674	1	39	38	2	0.03%
Nottingham	4,021	7	38	42	3	0.03%
London Travel News	46	0	0	0	0	0.00%
Customer Contact Centres	23,978	0	12	6	6	0.00%
Sales Centre	23,978	1	7	8	0	0.00%
Finance Centre	23,978	0	0	0	0	0.00%
Other	23,978	1	0	0	1	0.00%
TOTAL	23,978	20	351	354	17	0.05%

Breakdown by Business Area	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Total YTD
Birmingham	20	19	20	27	25	54	47	57	100	106	475
Hemel Hempstead	39	32	53	96	54	77	32	68	143	149	743
Newport	15	11	25	34	24	31	33	43	46	39	301
Nottingham	9	5	24	25	29	25	40	50	45	38	290
London Travel News	0	0	1	0	0	0	0	0	0	0	1
Customer Contact Centres	0	11	4	10	14	2	7	10	1	12	71
Sales Centre	0	0	1	5	4	10	1	3	9	7	40
Finance Centre	0	0	0	0	0	0	0	1	0	0	1
Other	29	24	0	0	1	0	57	0	0	0	111
TOTAL	112	102	128	197	151	199	217	232	344	351	2,033

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	9	6	3	0.04%
Returns	6	93	95	4	0.39%
Supplies	1	7	8	0	0.03%
Deliveries (Timeliness)	7	93	98	2	0.39%
Deliveries (Quality)	2	28	25	5	0.12%
Claims	3	80	80	3	0.33%
Communication	1	7	7	1	0.03%
Documents	0	8	8	0	0.03%
CS Application Support (Vouchers)	0	0	0	0	0.00%
New Customers	0	3	3	0	0.01%

Breakdown by Category	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Total YTD
Invoicing	6	9	8	15	10	8	21	13	13	9	112
Returns	34	24	33	61	36	28	36	51	87	93	483
Supplies	15	12	14	17	20	37	12	6	9	7	149
Deliveries (Timeliness)	17	5	10	6	10	23	52	53	79	93	348
Deliveries (Quality)	10	12	12	18	18	27	11	24	26	28	186
Claims	19	38	46	75	41	61	59	61	74	80	554
Communication	4	1	1	3	5	4	7	3	6	7	41
Documents	0	1	4	2	6	4	4	2	6	8	37
CS Application Support (Vouchers)	6	0	0	0	0	0	0	0	0	0	6
New Customers	0	0	0	0	0	0	0	1	1	3	5

100  
90  
80  
70  
60  
50  
40  
30  
20  
10  
0