

**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	6,248	2	90	84	8	0.05%
Hemel Hempstead	9,104	10	121	110	21	0.04%
Newport	4,571	4	42	38	8	0.03%
Nottingham	3,926	1	25	24	2	0.02%
LTN	61	1	1	0	2	0.05%
Customer Contact Centres	23,910	0	5	3	2	0.00%
Sales Centre	23,910	0	2	2	0	0.00%
Finance Centre	23,910	0	3	3	0	0.00%
Other	23,910	0	0	0	0	0.00%
<b>TOTAL</b>	<b>23,910</b>	<b>18</b>	<b>289</b>	<b>264</b>	<b>43</b>	<b>0.04%</b>

Breakdown by Business Area	Jan-22	Feb-22	Mar-22	Apr-22
Birmingham	54	56	75	90
Hemel Hempstead	112	143	149	121
Newport	62	52	44	42
Nottingham	23	39	29	25
LTN	0	0	2	1
Customer Contact Centres	17	14	16	5
Sales Centre	4	4	11	2
Finance Centre	0	1	0	3
Other	0	0	1	0
<b>TOTAL</b>	<b>272</b>	<b>309</b>	<b>327</b>	<b>289</b>

**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	28	25	5	0.12%
Returns	6	83	75	14	0.35%
Supplies	0	2	3	-1	0.01%
Deliveries (Timeliness)	3	55	51	7	0.23%
Deliveries (Quality)	2	72	69	5	0.30%
Claims	1	32	29	4	0.13%
Communication	0	1	1	0	0.00%
Documents	4	16	11	9	0.07%
CS Application Support (Vouchers)	0	0	0	0	0.00%
New Customers	0	0	0	0	0.00%

Breakdown by Category	Jan-22	Feb-22	Mar-22	Apr-22
Invoicing	27	32	29	28
Returns	69	97	110	83
Supplies	5	4	10	2
Deliveries (Timeliness)	51	73	66	55
Deliveries (Quality)	51	56	46	72
Claims	53	36	51	32
Communication	5	4	9	1
Documents	12	7	6	16
CS Application Support (Vouchers)	0	0	0	0
New Customers	0	0	0	0

 90 –  
 80 –  
 70 –  
 60 –  
 50 –  
 40 –  
 30 –  
 20 –  
 10 –  
 0 –  
 Invo: