

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	5	191	186	10	0.10%
Hemel Hempstead	9,104	0	120	118	2	0.04%
Newport	4,571	3	83	83	3	0.06%
Nottingham	3,926	5	168	163	10	0.14%
LTN	61	0	0	0	0	0.00%
Customer Contact Centres	23,910	0	10	8	2	0.00%
Sales Centre	23,910	0	1	0	1	0.00%
Finance Centre	23,910	0	0	0	0	0.00%
Other	23,910	0	0	0	0	0.00%
TOTAL	23,910	13	573	558	28	0.08%

Breakdown by Business Area	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Total YTD
Birmingham	54	56	75	90	75	52	105	186	693
Hemel Hempstead	112	143	149	121	110	91	94	118	938
Newport	62	52	44	42	64	75	62	83	484
Nottingham	23	39	29	25	64	75	94	163	512
LTN	0	0	2	1	1	4	0	0	8
Customer Contact Centres	17	14	16	5	8	12	11	8	91
Sales Centre	4	4	11	2	8	2	0	0	31
Finance Centre	0	1	0	3	1	1	1	0	7
Other	0	0	1	0	0	0	0	0	1
TOTAL	272	309	327	289	331	312	367	558	2,765

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	19	16	3	0.08%
Returns	5	199	195	9	0.02%
Supplies	0	5	4	1	#REF!
Deliveries (Timeliness)	4	132	129	7	0.55%
Deliveries (Quality)	3	155	151	7	0.65%
Claims	1	40	40	1	0.17%
Communication	0	5	5	0	0.02%
Documents	0	18	18	0	0.08%
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	May-22	Jun-22	Jul-22	Aug-22	Total YTD
Invoicing	27	32	29	28	22	23	17	16	194
Returns	69	97	110	83	98	104	117	195	873
Supplies	5	4	10	2	11	4	1	4	41
Deliveries (Timeliness)	51	73	66	55	55	49	107	129	585
Deliveries (Quality)	51	56	46	72	87	65	92	151	620
Claims	53	36	51	32	30	40	16	40	298
Communication	5	4	9	1	6	6	5	5	41
Documents	12	7	6	16	22	21	12	18	114
CS Application Support (Vouchers)	0	0	0	0	0	0	0	0	0
New Customers	0	0	0	0	0	0	0	0	0

250
200
150
100
50
0
Inw