

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	107	107	5	0.06%
Hemel Hempstead	9,104	0	170	169	1	0.06%
Newport	4,571	3	67	67	3	0.05%
Nottingham	3,926	5	69	68	6	0.06%
LTN	61	0	0	0	0	0.00%
Customer Contact Centres	23,910	0	5	5	0	0.00%
Sales Centre	23,910	0	4	4	0	0.00%
Finance Centre	23,910	0	1	1	0	0.00%
Other	23,910	0	0	0	0	0.00%
TOTAL	23,910	13	423	421	15	0.06%

Breakdown by Business Area	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Total YTD
Birmingham	54	56	75	90	75	52	105	186	150	99	142	111	1,195
Hemel Hempstead	112	143	149	121	110	91	94	118	164	145	147	170	1,564
Newport	62	52	44	42	64	75	62	83	93	59	84	67	787
Nottingham	23	39	29	25	64	75	94	163	75	104	66	69	826
LTN	0	0	2	1	1	4	0	0	0	0	0	0	8
Customer Contact Centres	17	14	16	5	8	12	11	8	7	6	4	5	113
Sales Centre	4	4	11	2	8	2	0	0	1	5	11	4	52
Finance Centre	0	1	0	3	1	1	1	0	2	3	3	1	16
Other	0	0	1	0	0	0	0	0	0	0	0	0	1
TOTAL	272	309	327	289	331	312	367	558	492	421	457	427	4,562

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	10	10	0	0.04%
Returns	5	146	145	6	0.61%
Supplies	0	8	8	0	0.03%
Deliveries (Timeliness)	4	111	110	5	0.46%
Deliveries (Quality)	3	101	101	3	0.42%
Claims	1	25	25	1	0.10%
Communication	0	11	11	0	0.05%
Documents	0	11	11	0	0.05%
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	Sep-22	Oct-22	Nov-21	Dec-22	Total YTD
Invoicing	27	32	29	28	22	23	17	16	17	24	14	10	259
Returns	69	97	110	83	98	104	117	195	160	167	152	146	1,498
Supplies	5	4	10	2	11	4	1	4	1	8	13	8	71
Deliveries (Timeliness)	51	73	66	55	55	49	107	129	129	51	100	111	976
Deliveries (Quality)	51	56	46	72	87	65	92	151	123	95	109	101	1,048
Claims	53	36	51	32	30	40	16	40	43	43	44	25	453
Communication	5	4	9	1	6	6	5	5	3	5	3	11	63
Documents	12	7	6	16	22	21	12	18	15	28	22	11	190
CS Application Support (Vouchers)	0	0	0	0	0	0	0	0	0	0	0	0	0
New Customers	0	0	0	0	0	0	0	0	1	0	0	0	1

160
140
120
100
80
60
40
20
0
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