

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	1	75	74	2	0.04%
Hemel Hempstead	9,104	5	110	105	10	0.04%
Newport	4,571	3	64	60	7	0.05%
Nottingham	3,926	5	64	59	10	0.05%
LTN	61	0	1	0	1	0.05%
Customer Contact Centres	23,910	8	8	5	11	0.00%
Sales Centre	23,910	2	8	2	8	0.00%
Finance Centre	23,910	1	1	1	1	0.00%
Other	23,910	1	0	1	0	0.00%
TOTAL	23,910	26	331	307	50	0.05%

Breakdown by Business Area	Jan-22	Feb-22	Mar-22	Apr-21	May-21	Total YTD
Birmingham	54	56	75	90	75	350
Hemel Hempstead	112	143	149	121	110	635
Newport	62	52	44	42	64	264
Nottingham	23	39	29	25	64	180
LTN	0	0	2	1	1	4
Customer Contact Centres	17	14	16	5	8	60
Sales Centre	4	4	11	2	8	29
Finance Centre	0	1	0	3	1	5
Other	0	0	1	0	0	1
TOTAL	272	309	327	289	331	1,528

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	22	18	5	0.09%
Returns	2	98	96	4	0.41%
Supplies	0	11	8	3	0.05%
Deliveries (Timeliness)	3	55	52	6	0.23%
Deliveries (Quality)	3	87	84	6	0.36%
Claims	1	30	29	2	0.13%
Communication	1	6	5	2	0.03%
Documents	3	22	18	7	0.09%
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-21	May-21	Total YTD
Invoicing	27	32	29	28	22	138
Returns	69	97	110	83	98	457
Supplies	5	4	10	2	11	32
Deliveries (Timeliness)	51	73	66	55	55	300
Deliveries (Quality)	51	56	46	72	87	312
Claims	53	36	51	32	30	202
Communication	5	4	9	1	6	25
Documents	12	7	6	16	22	63
CS Application Support (Vouchers)	0	0	0	0	0	0
New Customers	0	0	0	0	0	0

120
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