

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	144	142	7	0.08%
Hemel Hempstead	9,104	0	147	147	0	0.05%
Newport	4,571	3	84	84	3	0.06%
Nottingham	3,926	5	67	66	6	0.06%
LTN	61	0	0	0	0	0.00%
Customer Contact Centres	23,910	0	4	4	0	0.00%
Sales Centre	23,910	0	11	11	0	0.00%
Finance Centre	23,910	0	3	3	0	0.00%
Other	23,910	0	0	0	0	0.00%
TOTAL	23,910	13	460	457	16	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	Total YTD
Birmingham	54	56	75	90	75	52	105	186	150	99	142	1,084
Hemel Hempstead	112	143	149	121	110	91	94	118	164	145	147	1,394
Newport	62	52	44	42	64	75	62	83	93	59	84	720
Nottingham	23	39	29	25	64	75	94	163	75	104	66	757
LTN	0	0	2	1	1	4	0	0	0	0	0	8
Customer Contact Centres	17	14	16	5	8	12	11	8	7	6	4	108
Sales Centre	4	4	11	2	8	2	0	0	1	5	11	48
Finance Centre	0	1	0	3	1	1	1	0	2	3	3	15
Other	0	0	1	0	0	0	0	0	0	0	0	1
TOTAL	272	309	327	289	331	312	367	558	492	421	457	4,135

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	14	14	0	0.06%
Returns	5	153	152	6	0.05%
Supplies	0	13	13	0	#REF!
Deliveries (Timeliness)	4	100	100	4	0.42%
Deliveries (Quality)	3	111	109	5	0.46%
Claims	1	44	44	1	0.18%
Communication	0	3	3	0	0.01%
Documents	0	22	22	0	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-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Total YTD
Invoicing	27	32	29	28	22	23	17	16	17	24	14	249
Returns	69	97	110	83	98	104	117	195	160	167	152	1,352
Supplies	5	4	10	2	11	4	1	4	1	8	13	63
Deliveries (Timeliness)	51	73	66	55	55	49	107	129	129	51	100	865
Deliveries (Quality)	51	56	46	72	87	65	92	151	123	95	109	947
Claims	53	36	51	32	30	40	16	40	43	43	44	428
Communication	5	4	9	1	6	6	5	5	3	5	3	52
Documents	12	7	6	16	22	21	12	18	15	28	22	179
CS Application Support (Vouchers)	0	0	0	0	0	0	0	0	0	0	0	0
New Customers	0	0	0	0	0	0	0	0	0	1	0	1

180
160
140
120
100
80
60
40
20
0
Inw