

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	150	145	10	0.08%
Hemel Hempstead	9,104	0	164	158	6	0.06%
Newport	4,571	3	93	90	6	0.07%
Nottingham	3,926	5	75	72	8	0.06%
LTN	61	0	0	0	0	0.00%
Customer Contact Centres	23,910	0	7	6	1	0.00%
Sales Centre	23,910	0	1	0	1	0.00%
Finance Centre	23,910	0	2	1	1	0.00%
Other	23,910	0	0	0	0	0.00%
TOTAL	23,910	13	492	472	33	0.07%

Breakdown by Business Area	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Total YTD
Birmingham	54	56	75	90	75	52	105	186	150	843
Hemel Hempstead	112	143	149	121	110	91	94	118	164	1,102
Newport	62	52	44	42	64	75	62	83	93	577
Nottingham	23	39	29	25	64	75	94	163	75	587
LTN	0	0	2	1	1	4	0	0	0	8
Customer Contact Centres	17	14	16	5	8	12	11	8	7	98
Sales Centre	4	4	11	2	8	2	0	0	1	32
Finance Centre	0	1	0	3	1	1	1	0	2	9
Other	0	0	1	0	0	0	0	0	0	1
TOTAL	272	309	327	289	331	312	367	558	492	3,257

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	17	15	2	0.07%
Returns	5	160	157	8	0.00%
Supplies	0	1	1	0	#REF!
Deliveries (Timeliness)	4	129	122	11	0.54%
Deliveries (Quality)	3	123	121	5	0.51%
Claims	1	43	41	3	0.18%
Communication	0	3	3	0	0.01%
Documents	0	15	12	3	0.06%
CS Application Support (Vouchers)	0	0	0	0	0.00%
New Customers	0	1	0	1	0.00%

Breakdown by Category	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Total YTD
Invoicing	27	32	29	28	22	23	17	16	17	211
Returns	69	97	110	83	98	104	117	195	160	1,033
Supplies	5	4	10	2	11	4	1	4	1	42
Deliveries (Timeliness)	51	73	66	55	55	49	107	129	129	714
Deliveries (Quality)	51	56	46	72	87	65	92	151	123	743
Claims	53	36	51	32	30	40	16	40	43	341
Communication	5	4	9	1	6	6	5	5	3	44
Documents	12	7	6	16	22	21	12	18	15	129
CS Application Support (Vouchers)	0	0	0	0	0	0	0	0	0	0
New Customers	0	0	0	0	0	0	0	0	1	1

180
160
140
120
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