

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	6,000	5	98	96	7	0.05%
Hemel Hempstead	8,864	1	185	185	1	0.07%
Newport	4,480	3	91	91	3	0.07%
Nottingham	3,759	7	56	56	7	0.05%
LTN	66	0	0	0	0	0.00%
Customer Contact Centres	23,169	0	20	19	1	0.00%
Sales Centre	23,169	0	11	11	0	0.00%
Finance Centre	23,169	0	1	1	0	0.00%
Other	23,169	0	0	0	0	0.00%
TOTAL	23,169	16	462	459	19	0.07%

Breakdown by Business Area	Jan-23	Feb-23	Mar-23	Apr-23	Total YTD
Birmingham	89	70	117	98	374
Hemel Hempstead	127	128	254	185	694
Newport	50	58	104	91	303
Nottingham	77	38	73	56	244
LTN	0	0	0	0	0
Customer Contact Centres	4	10	19	20	53
Sales Centre	2	2	7	11	22
Finance Centre	0	1	0	1	2
Other	0	0	0	0	0
TOTAL	349	307	574	462	2,742

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	8	8	0	0.03%
Returns	6	145	144	7	0.63%
Supplies	0	12	12	0	0.05%
Deliveries (Timeliness)	4	97	96	5	0.42%
Deliveries (Quality)	4	115	115	4	0.50%
Claims	2	45	45	2	0.19%
Communication	0	5	5	0	0.02%
Documents	0	17	17	0	0.07%
CS Application Support (Vouchers)	0	18	17	1	0.08%
New Customers	0	0	0	0	0.00%

Breakdown by Category	Jan-23	Feb-23	Mar-23	Apr-23	Total YTD
Invoicing	15	6	5	8	34
Returns	128	91	169	145	533
Supplies	9	3	16	12	40
Deliveries (Timeliness)	56	74	127	97	354
Deliveries (Quality)	88	67	143	115	413
Claims	39	38	64	45	186
Communication	2	6	13	5	26
Documents	12	15	21	17	65
CS Application Support (Vouchers)	0	7	16	18	41
New Customers	0	0	0	0	0

160  
140  
120  
100  
80  
60  
40  
20  
0  
Inv