

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	5,987	5	151	149	7	0.08%
Hemel Hempstead	8,840	1	197	195	3	0.07%
Newport	4,479	3	163	154	12	0.12%
Nottingham	3,748	7	93	92	8	0.08%
LTN	66	0	2	2	0	0.10%
Customer Contact Centres	23,120	0	7	6	1	0.00%
Sales Centre	23,120	0	19	19	0	0.00%
Finance Centre	23,120	0	0	0	0	0.00%
Other	23,120	0	0	0	0	0.00%
TOTAL	23,120	16	632	617	31	0.09%

Breakdown by Business Area	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Total YTD
Birmingham	89	70	117	98	64	105	133	151	827
Hemel Hempstead	127	128	254	185	177	187	160	197	1,415
Newport	50	58	104	91	111	116	139	163	832
Nottingham	77	38	73	56	53	56	54	93	500
LTN	0	0	0	0	0	0	1	2	3
Customer Contact Centres	4	10	19	20	6	21	27	7	114
Sales Centre	2	2	7	11	2	17	15	19	75
Finance Centre	0	1	0	1	1	2	0	0	5
Other	0	0	0	0	0	0	0	0	0
TOTAL	349	307	574	462	414	504	529	632	4,263

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	20	18	2	0.09%
Returns	6	150	146	10	0.65%
Supplies	0	21	21	0	0.09%
Deliveries (Timeliness)	4	109	108	5	0.47%
Deliveries (Quality)	4	193	188	9	0.83%
Claims	2	77	74	5	0.33%
Communication	0	15	15	0	0.06%
Documents	0	47	47	0	0.20%
CS Application Support (Vouchers)	0	0	0	0	0.00%
New Customers	0	0	0	0	0.00%

Breakdown by Category	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Total YTD
Invoicing	15	6	5	8	10	7	17	20	88
Returns	128	91	169	145	127	150	150	150	1,110
Supplies	9	3	16	12	6	29	17	21	113
Deliveries (Timeliness)	56	74	127	97	73	77	71	109	684
Deliveries (Quality)	88	67	143	115	95	100	128	193	929
Claims	39	38	64	45	85	102	98	77	548
Communication	2	6	13	5	8	7	9	15	65
Documents	12	15	21	17	10	14	23	47	159
CS Application Support (Vouchers)	0	7	16	18	0	17	16	0	74
New Customers	0	0	0	0	0	0	0	0	0

250
200
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0
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