

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	70	70	5	0.04%
Hemel Hempstead	9,104	1	128	125	4	0.05%
Newport	4,571	3	58	56	5	0.04%
Nottingham	3,926	7	38	38	7	0.03%
LTN	61	0	0	0	0	0.00%
Customer Contact Centres	23,910	0	10	9	1	0.00%
Sales Centre	23,910	0	2	2	0	0.00%
Finance Centre	23,910	0	1	1	0	0.00%
Other	23,910	0	0	0	0	0.00%
TOTAL	23,910	16	307	301	22	0.04%

Breakdown by Business Area	Jan-23	Feb-23	Total YTD
Birmingham	89	70	159
Hemel Hempstead	127	128	255
Newport	50	58	108
Nottingham	77	38	115
LTN	0	0	0
Customer Contact Centres	4	10	14
Sales Centre	2	2	4
Finance Centre	0	1	1
Other	0	0	0
TOTAL	349	307	1,706

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	6	6	0	0.03%
Returns	6	91	91	6	0.38%
Supplies	0	3	3	0	0.01%
Deliveries (Timeliness)	4	74	72	6	0.31%
Deliveries (Quality)	4	67	65	6	0.28%
Claims	2	38	37	3	0.16%
Communication	0	6	6	0	0.03%
Documents	0	15	15	0	0.06%
CS Application Support (Vouchers)	0	7	6	1	0.03%
New Customers	0	0	0	0	0.00%

Breakdown by Category	Jan-23	Feb-23	Total YTD
Invoicing	15	6	21
Returns	128	91	219
Supplies	9	3	12
Deliveries (Timeliness)	56	74	130
Deliveries (Quality)	88	67	155
Claims	39	38	77
Communication	2	6	8
Documents	12	15	27
CS Application Support (Vouchers)	0	7	7
New Customers	0	0	0

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