

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	89	89	5	0.05%
Hemel Hempstead	9,104	0	127	126	1	0.05%
Newport	4,571	3	50	50	3	0.04%
Nottingham	3,926	5	77	75	7	0.07%
LTN	61	0	0	0	0	0.00%
Customer Contact Centres	23,910	0	4	4	0	0.00%
Sales Centre	23,910	0	2	2	0	0.00%
Finance Centre	23,910	0	0	0	0	0.00%
Other	23,910	0	0	0	0	0.00%
TOTAL	23,910	13	349	346	16	0.05%

Breakdown by Business Area	Jan-23	Total YTD
Birmingham	89	89
Hemel Hempstead	127	127
Newport	50	50
Nottingham	77	77
LTN	0	0
Customer Contact Centres	4	4
Sales Centre	2	2
Finance Centre	0	0
Other	0	0
TOTAL	349	1,399

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	15	15	0	0.06%
Returns	5	128	127	6	0.54%
Supplies	0	9	9	0	0.04%
Deliveries (Timeliness)	4	56	56	4	0.23%
Deliveries (Quality)	3	88	87	4	0.37%
Claims	1	39	38	2	0.16%
Communication	0	2	2	0	0.01%
Documents	0	12	12	0	0.05%
CS Application Support (Vouchers)	0	0	0	0	0.00%
New Customers	0	0	0	0	0.00%

Breakdown by Category	Jan-23	Total YTD
Invoicing	15	15
Returns	128	128
Supplies	9	9
Deliveries (Timeliness)	56	56
Deliveries (Quality)	88	88
Claims	39	39
Communication	2	2
Documents	12	12
CS Application Support (Vouchers)	0	0
New Customers	0	0

140

120

100

80

60

40

20

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