

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	136	133	8	0.08%
Hemel Hempstead	8,840	1	160	160	1	0.06%
Newport	4,479	3	171	139	35	0.13%
Nottingham	3,748	7	55	54	8	0.05%
LTN	66	0	1	1	0	0.05%
Customer Contact Centres	23,120	0	31	27	4	0.00%
Sales Centre	23,120	0	16	15	1	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	570	529	57	0.08%

Breakdown by Business Area	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Total YTD
Birmingham	89	70	117	98	64	105	133	676
Hemel Hempstead	127	128	254	185	177	187	160	1,218
Newport	50	58	104	91	111	116	139	669
Nottingham	77	38	73	56	53	56	54	407
LTN	0	0	0	0	0	0	1	1
Customer Contact Centres	4	10	19	20	6	21	27	107
Sales Centre	2	2	7	11	2	17	15	56
Finance Centre	0	1	0	1	1	2	0	5
Other	0	0	0	0	0	0	0	0
TOTAL	349	307	574	462	414	504	529	4,189

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	19	17	2	0.08%
Returns	6	154	150	10	0.67%
Supplies	0	18	17	1	0.08%
Deliveries (Timeliness)	4	83	71	16	0.36%
Deliveries (Quality)	4	140	128	16	0.61%
Claims	2	101	98	5	0.44%
Communication	0	12	9	3	0.05%
Documents	0	25	23	2	0.11%
CS Application Support (Vouchers)	0	18	16	2	0.08%
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	Total YTD
Invoicing	15	6	5	8	10	7	17	68
Returns	128	91	169	145	127	150	150	960
Supplies	9	3	16	12	6	29	17	92
Deliveries (Timeliness)	56	74	127	97	73	77	71	575
Deliveries (Quality)	88	67	143	115	95	100	128	736
Claims	39	38	64	45	85	102	98	471
Communication	2	6	13	5	8	7	9	50
Documents	12	15	21	17	10	14	23	112
CS Application Support (Vouchers)	0	7	16	18	0	17	16	74
New Customers	0	0	0	0	0	0	0	0

180
160
140
120
100
80
60
40
20
0
Invr