

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	105	103	7	0.06%
Hemel Hempstead	8,840	1	187	183	5	0.07%
Newport	4,479	3	116	93	26	0.09%
Nottingham	3,748	7	56	56	7	0.05%
LTN	66	0	0	0	0	0.00%
Customer Contact Centres	23,120	0	21	16	5	0.00%
Sales Centre	23,120	0	17	9	8	0.00%
Finance Centre	23,120	0	2	2	0	0.00%
Other	23,120	0	0	0	0	0.00%
TOTAL	23,120	16	504	462	58	0.07%

Breakdown by Business Area	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Total YTD
Birmingham	89	70	117	98	64	105	543
Hemel Hempstead	127	128	254	185	177	187	1,058
Newport	50	58	104	91	111	116	530
Nottingham	77	38	73	56	53	56	353
LTN	0	0	0	0	0	0	0
Customer Contact Centres	4	10	19	20	6	21	80
Sales Centre	2	2	7	11	2	17	41
Finance Centre	0	1	0	1	1	2	5
Other	0	0	0	0	0	0	0
TOTAL	349	307	574	462	414	504	3,660

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	7	7	0	0.03%
Returns	6	150	141	15	0.65%
Supplies	0	29	21	8	0.13%
Deliveries (Timeliness)	4	77	74	7	0.33%
Deliveries (Quality)	4	100	91	13	0.43%
Claims	2	102	94	10	0.44%
Communication	0	7	7	0	0.03%
Documents	0	14	14	0	0.06%
CS Application Support (Vouchers)	0	17	12	5	0.07%
New Customers	0	0	0	0	0.00%

Breakdown by Category	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Total YTD
Invoicing	15	6	5	8	10	7	51
Returns	128	91	169	145	127	150	810
Supplies	9	3	16	12	6	29	75
Deliveries (Timeliness)	56	74	127	97	73	77	504
Deliveries (Quality)	88	67	143	115	95	100	608
Claims	39	38	64	45	85	102	373
Communication	2	6	13	5	8	7	41
Documents	12	15	21	17	10	14	89
CS Application Support (Vouchers)	0	7	16	18	0	17	58
New Customers	0	0	0	0	0	0	0

160
140
120
100
80
60
40
20
0
Inv