

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	6,024	5	117	116	6	0.06%
Hemel Hempstead	8,868	1	254	254	1	0.10%
Newport	4,488	3	104	103	4	0.08%
Nottingham	3,768	7	73	73	7	0.06%
LTN	66	0	0	0	0	0.00%
Customer Contact Centres	23,214	0	19	17	2	0.00%
Sales Centre	23,214	0	7	7	0	0.00%
Finance Centre	23,214	0	0	0	0	0.00%
Other	23,214	0	0	0	0	0.00%
TOTAL	23,214	16	574	570	20	0.08%

Breakdown by Business Area	Jan-23	Feb-23	Mar-23	Total YTD
Birmingham	89	70	117	276
Hemel Hempstead	127	128	254	509
Newport	50	58	104	212
Nottingham	77	38	73	188
LTN	0	0	0	0
Customer Contact Centres	4	10	19	33
Sales Centre	2	2	7	11
Finance Centre	0	1	0	1
Other	0	0	0	0
TOTAL	349	307	574	2,280

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	5	5	0	0.02%
Returns	6	169	168	7	0.73%
Supplies	0	16	16	0	0.07%
Deliveries (Timeliness)	4	127	127	4	0.55%
Deliveries (Quality)	4	143	142	5	0.62%
Claims	2	64	63	3	0.28%
Communication	0	13	13	0	0.06%
Documents	0	21	21	0	0.09%
CS Application Support (Vouchers)	0	16	15	1	0.07%
New Customers	0	0	0	0	0.00%

Breakdown by Category	Jan-23	Feb-23	Mar-23	Total YTD
Invoicing	15	6	5	26
Returns	128	91	169	388
Supplies	9	3	16	28
Deliveries (Timeliness)	56	74	127	257
Deliveries (Quality)	88	67	143	298
Claims	39	38	64	141
Communication	2	6	13	21
Documents	12	15	21	48
CS Application Support (Vouchers)	0	7	16	23
New Customers	0	0	0	0

180  
160  
140  
120  
100  
80  
60  
40  
20  
0  
Inv