

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 | 64 | 64 | 5 | 0.04% |
| Hemel Hempstead | 8,840 | 1 | 178 | 177 | 2 | 0.07% |
| Newport | 4,479 | 3 | 114 | 111 | 6 | 0.08% |
| Nottingham | 3,748 | 7 | 55 | 53 | 9 | 0.05% |
| LTN | 66 | 0 | 0 | 0 | 0 | 0.00% |
| Customer Contact Centres | 23,120 | 0 | 7 | 6 | 1 | 0.00% |
| Sales Centre | 23,120 | 0 | 3 | 2 | 1 | 0.00% |
| Finance Centre | 23,120 | 0 | 1 | 1 | 0 | 0.00% |
| Other | 23,120 | 0 | 0 | 0 | 0 | 0.00% |
| TOTAL | 23,120 | 16 | 422 | 414 | 24 | 0.06% |

| Breakdown by Business Area | Jan-23 | Feb-23 | Mar-23 | Apr-23 | May-23 | Total YTD |
|----------------------------|------------|------------|------------|------------|------------|--------------|
| Birmingham | 89 | 70 | 117 | 98 | 64 | 438 |
| Hemel Hempstead | 127 | 128 | 254 | 185 | 177 | 871 |
| Newport | 50 | 58 | 104 | 91 | 111 | 414 |
| Nottingham | 77 | 38 | 73 | 56 | 53 | 297 |
| LTN | 0 | 0 | 0 | 0 | 0 | 0 |
| Customer Contact Centres | 4 | 10 | 19 | 20 | 6 | 59 |
| Sales Centre | 2 | 2 | 7 | 11 | 2 | 24 |
| Finance Centre | 0 | 1 | 0 | 1 | 1 | 3 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 |
| TOTAL | 349 | 307 | 574 | 462 | 414 | 3,156 |

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 | 11 | 10 | 1 | 0.05% |
| Returns | 6 | 129 | 127 | 8 | 0.56% |
| Supplies | 0 | 7 | 6 | 1 | 0.03% |
| Deliveries (Timeliness) | 4 | 74 | 73 | 5 | 0.32% |
| Deliveries (Quality) | 4 | 97 | 95 | 6 | 0.42% |
| Claims | 2 | 86 | 85 | 3 | 0.37% |
| Communication | 0 | 8 | 8 | 0 | 0.03% |
| Documents | 0 | 10 | 10 | 0 | 0.04% |
| CS Application Support (Vouchers) | 0 | 0 | 0 | 0 | 0.00% |
| New Customers | 0 | 0 | 0 | 0 | 0.00% |

| Breakdown by Category | Jan-23 | Feb-23 | Mar-23 | Apr-23 | May-23 | Total YTD |
|-----------------------------------|--------|--------|--------|--------|--------|-----------|
| Invoicing | 15 | 6 | 5 | 8 | 10 | 44 |
| Returns | 128 | 91 | 169 | 145 | 127 | 660 |
| Supplies | 9 | 3 | 16 | 12 | 6 | 46 |
| Deliveries (Timeliness) | 56 | 74 | 127 | 97 | 73 | 427 |
| Deliveries (Quality) | 88 | 67 | 143 | 115 | 95 | 508 |
| Claims | 39 | 38 | 64 | 45 | 85 | 271 |
| Communication | 2 | 6 | 13 | 5 | 8 | 34 |
| Documents | 12 | 15 | 21 | 17 | 10 | 75 |
| CS Application Support (Vouchers) | 0 | 7 | 16 | 18 | 0 | 41 |
| New Customers | 0 | 0 | 0 | 0 | 0 | 0 |

140
120
100
80
60
40
20
0
Inv.