

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	139	139	5	0.08%
Hemel Hempstead	8,840	1	277	272	6	0.10%
Newport	4,479	3	115	99	19	0.09%
Nottingham	3,748	7	54	53	8	0.05%
LTN	66	0	0	0	0	0.00%
Customer Contact Centres	23,120	0	9	8	1	0.00%
Sales Centre	23,120	0	33	32	1	0.00%
Finance Centre	23,120	0	3	3	0	0.00%
Other	23,120	0	0	0	0	0.00%
<b>TOTAL</b>	<b>23,120</b>	<b>16</b>	<b>630</b>	<b>606</b>	<b>40</b>	<b>0.09%</b>

Breakdown by Business Area	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Total YTD
Birmingham	89	70	117	98	64	105	133	151	102	139	1,068
Hemel Hempstead	127	128	254	185	177	187	160	197	208	277	1,900
Newport	50	58	104	91	111	116	139	163	103	115	1,050
Nottingham	77	38	73	56	53	56	54	93	78	54	632
LTN	0	0	0	0	0	0	1	2	2	0	5
Customer Contact Centres	4	10	19	20	6	21	27	7	23	9	146
Sales Centre	2	2	7	11	2	17	15	19	19	33	127
Finance Centre	0	1	0	1	1	2	0	0	1	3	9
Other	0	0	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>349</b>	<b>307</b>	<b>574</b>	<b>462</b>	<b>414</b>	<b>504</b>	<b>529</b>	<b>632</b>	<b>536</b>	<b>630</b>	<b>4,937</b>

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	14	1	0.06%
Returns	6	165	156	15	0.71%
Supplies	0	50	49	1	0.22%
Deliveries (Timeliness)	4	91	87	8	0.39%
Deliveries (Quality)	4	200	196	8	0.87%
Claims	2	73	70	5	0.32%
Communication	0	5	4	1	0.02%
Documents	0	27	26	1	0.12%
CS Application Support (Vouchers)	0	4	4	0	0.02%
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	Aug-23	Sep-23	Oct-23	Total YTD
Invoicing	15	6	5	8	10	7	17	20	15	15	118
Returns	128	91	169	145	127	150	150	150	142	165	1,417
Supplies	9	3	16	12	6	29	17	21	31	50	194
Deliveries (Timeliness)	56	74	127	97	73	77	71	109	84	91	859
Deliveries (Quality)	88	67	143	115	95	100	128	193	157	200	1,286
Claims	39	38	64	45	85	102	98	77	75	73	696
Communication	2	6	13	5	8	7	9	15	3	5	73
Documents	12	15	21	17	10	14	23	47	13	27	199
CS Application Support (Vouchers)	0	7	16	18	0	17	16	0	16	4	94
New Customers	0	0	0	0	0	0	0	0	0	0	0

250  
200  
150  
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