

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	102	8	0.06%
Hemel Hempstead	8,840	1	213	208	6	0.08%
Newport	4,479	3	116	103	16	0.09%
Nottingham	3,748	7	78	78	7	0.07%
LTN	66	0	2	2	0	0.10%
Customer Contact Centres	23,120	0	25	23	2	0.00%
Sales Centre	23,120	0	21	19	2	0.00%
Finance Centre	23,120	0	1	1	0	0.00%
Other	23,120	0	0	0	0	0.00%
<b>TOTAL</b>	<b>23,120</b>	<b>16</b>	<b>561</b>	<b>536</b>	<b>41</b>	<b>0.08%</b>

Breakdown by Business Area	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Total YTD
Birmingham	89	70	117	98	64	105	133	151	102	929
Hemel Hempstead	127	128	254	185	177	187	160	197	208	1,623
Newport	50	58	104	91	111	116	139	163	103	935
Nottingham	77	38	73	56	53	56	54	93	78	578
LTN	0	0	0	0	0	0	1	2	2	5
Customer Contact Centres	4	10	19	20	6	21	27	7	23	137
Sales Centre	2	2	7	11	2	17	15	19	19	94
Finance Centre	0	1	0	1	1	2	0	0	1	6
Other	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>4,307</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	17	15	2	0.07%
Returns	6	142	142	6	0.61%
Supplies	0	33	31	2	0.14%
Deliveries (Timeliness)	4	88	84	8	0.38%
Deliveries (Quality)	4	167	157	14	0.72%
Claims	2	82	75	9	0.35%
Communication	0	3	3	0	0.01%
Documents	0	13	13	0	0.06%
CS Application Support (Vouchers)	0	16	16	0	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	Jul-23	Aug-23	Sep-23	Total YTD
Invoicing	15	6	5	8	10	7	17	20	15	103
Returns	128	91	169	145	127	150	150	150	142	1,252
Supplies	9	3	16	12	6	29	17	21	31	144
Deliveries (Timeliness)	56	74	127	97	73	77	71	109	84	768
Deliveries (Quality)	88	67	143	115	95	100	128	193	157	1,086
Claims	39	38	64	45	85	102	98	77	75	623
Communication	2	6	13	5	8	7	9	15	3	68
Documents	12	15	21	17	10	14	23	47	13	172
CS Application Support (Vouchers)	0	7	16	18	0	17	16	0	16	90
New Customers	0	0	0	0	0	0	0	0	0	0

180  
160  
140  
120  
100  
80  
60  
40  
20  
0  
Inv