Month Reported	Apr-19	STAGE 1	*Do Not Overtype green shaded cells*

Complaints by Location

Breakdown by house/centre	No of Customers	Open at start of month	Opened	Closed	Open at end of month	% of complaints vs deliveries made
Birmingham	5,886	9	37	39	7	0.02%
Hemel Hempstead	8,087	10	64	67	7	0.03%
Newcastle	1,462	0	0	0	0	0.00%
Newport	5,032	2	17	19	0	0.01%
Nottingham	2,964	4	12	15	1	0.01%
Stockport	3,307	1	21	20	2	0.02%
London Travel News	79	0	0	0	0	0.00%
NEWCASTLE CALL CENTRE	7,733	0	0	0	0	0.00%
WEDNESBURY CALL CENTRE	19,084	2	22	21	3	0.00%
SALES CENTRE	26,817	0	1	0	1	0.00%
NAC	26,817	0	0	0	0	0.00%
TOTAL	26,817	28	174	181	21	0.02%

Number of Complaints - Year to Date

Breakdown by house/centre	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Total
Birmingham	39	49	42	37	0	0	0	0	0	0	0	0	167
Hemel Hempstead	39	37	60	64	0	0	0	0	0	0	0	0	200
Newcastle	0	1	0	0	0	0	0	0	0	0	0	0	1
Newport	13	19	18	17	0	0	0	0	0	0	0	0	67
Nottingham	23	16	17	12	0	0	0	0	0	0	0	0	68
Stockport	8	8	14	21	0	0	0	0	0	0	0	0	51
London Travel News	0	0	0	0	0	0	0	0	0	0	0	0	0
NEWCASTLE CALL CENTRE	0	0	0	0	0	0	0	0	0	0	0	0	0
WEDNESBURY CALL CENTRE	32	35	27	22	0	0	0	0	0	0	0	0	116
SALES CENTRE	2	2	7	1	0	0	0	0	0	0	0	0	12
NAC	1	0	0	0	0	0	0	0	0	0	0	0	1
TOTAL	157	167	185	174	0	0	0	0	0	0	0	0	683

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	2	15	16	1	0.06%
Returns	5	36	31	10	0.13%
Supplies	3	6	7	2	0.02%
Deliveries (Timeliness)	4	35	36	3	0.13%
Deliveries (Quality)	3	33	35	1	0.12%
Voucher Processing*	0	0		0	0.00%
Claims	9	36	41	4	0.13%
Communication	2	10	12	0	0.04%
Documents	0	3	3	0	0.01%
TOTAL	28	174	181	21	0.65%

*Invoicing includes Voucher processing queries

Breakdown by category	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Total
Invoicing	30	32	23	15	0	0	0	0	0	0	0	0	100
Returns	39	30	24	36	0	0	0	0	0	0	0	0	129
Supplies	8	20	14	6	0	0	0	0	0	0	0	0	48
Deliveries (Timeliness)	12	19	28	35	0	0	0	0	0	0	0	0	94
Deliveries (Quality)	21	28	27	33	0	0	0	0	0	0	0	0	109
Voucher Processing*	0	0	0	0	0	0	0	0	0	0	0	0	0
Claims	30	32	53	36	0	0	0	0	0	0	0	0	151
Communication	9	5	11	10	0	0	0	0	0	0	0	0	35
Documents	8	1	5	3	0	0	0	0	0	0	0	0	17
TOTAL	157	167	185	174	0	0	0	0	0	0	0	0	683