

Month Reported	Apr-20
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Do Not Overtyp e green shaded cells

Number of Complaints - Year to Date													
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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	5,599	194	114	139	169	0.07%
Hemel Hempstead	7,712	160	117	131	146	0.05%
Newcastle	1,371	18	24	28	14	0.06%
Newport	4,753	45	48	50	43	0.03%
Nottingham	2,761	72	37	49	60	0.04%
Stockport	3,108	59	40	56	43	0.04%
London Travel News	81	0	0	0	0	0.00%
Customer Contact Centres	25,385	46	107	105	48	0.01%
Sales Centre	25,385	40	76	92	24	0.01%
Finance Centre	25,385	0	0	0	0	0.00%
TOTAL	25,385	634	563	650	547	0.07%

Breakdown by house/centre	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Total
Birmingham	171	164	205	114									654
Hemel Hempstead	223	190	193	117									723
Newcastle	24	17	43	24									108
Newport	82	86	80	48									296
Nottingham	54	41	54	37									186
Stockport	64	98	132	40									334
London Travel News	1	0	0	0									1
Customer Contact Centres	71	99	174	107									451
Sales Centre	36	47	118	76									277
Finance Centre	0	0	0	0									0
TOTAL	726	742	999	563	0	0	0	0	0	0	0	0	3,030

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*	47	82	85	44	0.32%
Returns	110	116	120	106	0.46%
Supplies	67	117	136	48	0.46%
Deliveries (Timeliness)	103	21	26	98	0.08%
Deliveries (Quality)	76	49	59	66	0.19%
Claims	116	136	167	85	0.54%
Communication	26	30	43	13	0.12%
Documents	8	12	14	6	0.05%
TOTAL	553	563	650	466	2.22%

Breakdown by category	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Total
Invoicing*	92	110	105	82									389
Returns	131	124	128	116									499
Supplies	79	83	140	117									419
Deliveries (Timeliness)	122	113	141	21									397
Deliveries (Quality)	111	121	135	49									416
Claims	169	154	191	136									650
Communication	18	30	134	30									212
Documents	4	7	25	12									48
TOTAL	726	742	999	563	0	0	0	0	0	0	0	0	3,030

\*Invoicing includes Voucher processing queries