

Month Reported	Aug-19
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Number of Complaints - Year to Date

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	79	201	176	104	0.11%
Hemel Hempstead	8,087	55	202	192	65	0.08%
Newcastle	1,462	1	17	16	2	0.04%
Newport	5,032	14	61	54	21	0.04%
Nottingham	2,964	17	39	23	33	0.04%
Stockport	3,307	12	104	100	16	0.10%
London Travel News	79	0	0	0	0	0.00%
NEWCASTLE CALL CENTRE	7,733	0	4	4	0	0.00%
WEDNESBURY CALL CENTRE	19,084	18	40	38	20	0.01%
SALES CENTRE	26,817	1	37	22	16	0.00%
NAC	26,817	0	0	0	0	0.00%
TOTAL	26,817	197	705	625	277	0.09%

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	120	131	117	130	91	97	158	201	0	0	0	0	1,045
Hemel Hempstead	147	125	134	178	129	132	184	202	0	0	0	0	1,231
Newcastle	8	5	6	3	4	4	11	17	0	0	0	0	58
Newport	53	66	66	59	54	60	56	61	0	0	0	0	475
Nottingham	60	36	41	35	18	17	50	39	0	0	0	0	296
Stockport	52	35	38	41	30	37	39	104	0	0	0	0	376
London Travel News	0	0	0	0	0	2	1	0	0	0	0	0	3
NEWCASTLE CALL CENTRE	0	0	1	1	0	2	6	4	0	0	0	0	14
WEDNESBURY CALL CENTRE	59	60	46	46	29	23	125	40	0	0	0	0	428
SALES CENTRE	16	18	15	18	18	9	42	37	0	0	0	0	173
NAC	1	0	0	0	0	1	0	0	0	0	0	0	2
TOTAL	516	476	464	511	373	384	672	705	0	0	0	0	4,101

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	8	77	64	21	0.29%
Returns	43	145	144	44	0.54%
Supplies	5	77	57	25	0.29%
Deliveries (Timeliness)	53	155	147	61	0.58%
Deliveries (Quality)	8	79	61	26	0.29%
Voucher Processing*	0	0	0	0	0.00%
Claims	34	148	134	48	0.55%
Communication	4	17	12	9	0.06%
Documents	8	7	6	9	0.03%
TOTAL	163	705	625	243	2.63%

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	53	48	39	33	26	17	63	77	0	0	0	0	356
Returns	145	110	115	122	77	90	190	145	0	0	0	0	994
Supplies	62	53	42	61	52	36	102	77	0	0	0	0	485
Deliveries (Timeliness)	56	49	87	106	82	72	108	155	0	0	0	0	715
Deliveries (Quality)	87	90	67	82	63	83	114	79	0	0	0	0	665
Voucher Processing*	0	0	0	0	0	0	0	0	0	0	0	0	0
Claims	83	109	94	81	59	61	70	148	0	0	0	0	705
Communication	19	8	15	23	11	23	9	17	0	0	0	0	125
Documents	11	9	5	3	3	2	16	7	0	0	0	0	56
TOTAL	516	476	464	511	373	384	672	705	0	0	0	0	4,101

*Invoicing includes Voucher processing queries