

Month Reported	Aug-20	STAGE 1	Do Not Overtyp e green shaded cells
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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	0	19	23	-4	0.01%
Hemel Hempstead	7,712	5	59	54	10	0.03%
Newcastle	1,371	0	0	0	0	0.00%
Newport	4,753	0	7	7	0	0.00%
Nottingham	2,761	0	9	3	6	0.01%
Stockport	3,108	2	28	26	4	0.03%
London Travel News	81	0	0	0	0	0.00%
Customer Contact Centres	25,385	0	6	6	0	0.00%
Sales Centre	25,385	0	4	3	1	0.00%
Finance Centre	25,385	0	0	0	0	0.00%
TOTAL	25,385	7	132	122	17	0.02%

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	5	5	0	0.02%
Returns	2	37	34	5	0.15%
Supplies	0	11	11	0	0.04%
Deliveries (Timeliness)	3	21	18	6	0.08%
Deliveries (Quality)	0	10	10	0	0.04%
Claims	1	37	36	2	0.15%
Communication	0	2	2	0	0.01%
Documents	0	3	3	0	0.01%
TOTAL	6	126	119	13	0.50%

*Invoicing includes Voucher processing queries
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Number of Complaints - Year to Date

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	40	28	39	10	13	22	25	19					196
Hemel Hempstead	68	59	47	24	35	53	93	59					438
Newcastle	6	1	2	0	1	1	2	0					13
Newport	18	24	23	7	8	7	22	7					116
Nottingham	20	10	11	3	5	25	17	9					100
Stockport	13	22	22	8	9	5	27	28					134
London Travel News	0	0	0	0	0	0	0	0					0
Customer Contact Centres	32	16	12	7	2	21	38	6					134
Sales Centre	0	1	2	3	3	3	3	4					19
Finance Centre	0	0	0	0	0	0	0	0					0
TOTAL	197	161	158	62	76	137	227	132	0	0	0	0	1,150

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*	27	11	6	6	11	29	38	5					133
Returns	49	34	30	14	11	44	60	37					279
Supplies	24	8	12	9	7	14	20	11					105
Deliveries (Timeliness)	28	28	33	7	1	3	34	21					155
Deliveries (Quality)	27	25	16	9	7	9	21	10					124
Claims	33	42	54	16	35	27	42	37					286
Communication	7	10	7	1	2	10	4	2					43
Documents	2	3	0	0	2	1	8	3					19
TOTAL	197	161	158	62	76	137	227	126	0	0	0	0	1,144

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