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|----------------|--------|
| Month Reported | Dec-19 |
|----------------|--------|

Do Not Overtyp e green shaded cells

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           | 101                    | 131    | 131    | 101                  | 0.07%                              |
| Hemel Hempstead           | 8,087           | 88                     | 222    | 232    | 78                   | 0.09%                              |
| Newcastle                 | 1,462           | 2                      | 14     | 8      | 8                    | 0.03%                              |
| Newport                   | 5,032           | 18                     | 63     | 59     | 22                   | 0.04%                              |
| Nottingham                | 2,964           | 35                     | 57     | 49     | 43                   | 0.06%                              |
| Stockport                 | 3,307           | 23                     | 88     | 88     | 23                   | 0.09%                              |
| 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          | 23                     | 67     | 65     | 25                   | 0.01%                              |
| SALES CENTRE              | 26,817          | 12                     | 35     | 36     | 11                   | 0.00%                              |
| NAC                       | 26,817          | 0                      | 0      | 0      | 0                    | 0.00%                              |
| TOTAL                     | 26,817          | 302                    | 677    | 668    | 311                  | 0.08%                              |

| 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    | 99     | 128    | 157    | 131    | 1,560 |
| Hemel Hempstead           | 147    | 125    | 134    | 178    | 129    | 132    | 184    | 202    | 126    | 216    | 193    | 222    | 1,988 |
| Newcastle                 | 8      | 5      | 6      | 3      | 4      | 4      | 11     | 17     | 7      | 3      | 11     | 14     | 93    |
| Newport                   | 53     | 66     | 66     | 59     | 54     | 60     | 56     | 61     | 56     | 94     | 73     | 63     | 761   |
| Nottingham                | 60     | 36     | 41     | 35     | 18     | 17     | 50     | 39     | 43     | 58     | 41     | 57     | 495   |
| Stockport                 | 52     | 35     | 38     | 41     | 30     | 37     | 39     | 104    | 58     | 70     | 84     | 88     | 676   |
| London Travel News        | 0      | 0      | 0      | 0      | 0      | 2      | 1      | 0      | 0      | 0      | 1      | 0      | 4     |
| NEWCASTLE CALL CENTRE     | 0      | 0      | 1      | 1      | 0      | 2      | 6      | 4      | 2      | 0      | 0      | 0      | 16    |
| WEDNESBURY CALL CENTRE    | 59     | 60     | 46     | 46     | 29     | 23     | 125    | 40     | 15     | 27     | 31     | 67     | 568   |
| SALES CENTRE              | 16     | 18     | 15     | 18     | 18     | 9      | 42     | 37     | 29     | 41     | 44     | 35     | 322   |
| NAC                       | 1      | 0      | 0      | 0      | 0      | 1      | 0      | 0      | 0      | 0      | 0      | 0      | 2     |
| TOTAL                     | 516    | 476    | 464    | 511    | 373    | 384    | 672    | 705    | 435    | 637    | 635    | 677    | 6,485 |

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               | 25                     | 79     | 79     | 25                   | 0.29%                                  |
| Returns                 | 56                     | 119    | 118    | 57                   | 0.44%                                  |
| Supplies                | 21                     | 58     | 58     | 21                   | 0.22%                                  |
| Deliveries (Timeliness) | 72                     | 164    | 168    | 68                   | 0.61%                                  |
| Deliveries (Quality)    | 36                     | 131    | 134    | 33                   | 0.49%                                  |
| Voucher Processing*     | 0                      | 0      | 0      | 0                    | 0.00%                                  |
| Claims                  | 42                     | 109    | 95     | 56                   | 0.41%                                  |
| Communication           | 9                      | 15     | 16     | 8                    | 0.06%                                  |
| Documents               | 7                      | 2      | 5      | 4                    | 0.01%                                  |
| TOTAL                   | 268                    | 677    | 673    | 272                  | 2.52%                                  |

| 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     | 34     | 72     | 109    | 79     | 650   |
| Returns                 | 145    | 110    | 115    | 122    | 77     | 90     | 190    | 145    | 72     | 173    | 100    | 119    | 1,458 |
| Supplies                | 62     | 53     | 42     | 61     | 52     | 36     | 102    | 77     | 53     | 66     | 71     | 58     | 733   |
| Deliveries (Timeliness) | 56     | 49     | 87     | 106    | 82     | 72     | 108    | 155    | 131    | 143    | 163    | 164    | 1,316 |
| Deliveries (Quality)    | 87     | 90     | 67     | 82     | 63     | 83     | 114    | 79     | 40     | 75     | 121    | 131    | 1,032 |
| Voucher Processing*     | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0     |
| Claims                  | 83     | 109    | 94     | 81     | 59     | 61     | 70     | 148    | 85     | 92     | 49     | 109    | 1,040 |
| Communication           | 19     | 8      | 15     | 23     | 11     | 23     | 9      | 17     | 14     | 14     | 12     | 15     | 180   |
| Documents               | 11     | 9      | 5      | 3      | 3      | 2      | 16     | 7      | 6      | 2      | 10     | 2      | 76    |
| TOTAL                   | 516    | 476    | 464    | 511    | 373    | 384    | 672    | 705    | 435    | 637    | 635    | 677    | 6,485 |

\*Invoicing includes Voucher processing queries