

Month Reported	Feb-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	144	164	175	133	0.10%
Hemel Hempstead	7,712	156	190	193	153	0.08%
Newcastle	1,371	14	17	16	15	0.04%
Newport	4,753	49	86	90	45	0.06%
Nottingham	2,761	63	41	42	62	0.05%
Stockport	3,108	44	98	100	42	0.11%
London Travel News	81	0	0	0	0	0.00%
Customer Contact Centres	25,385	42	99	98	43	0.01%
Sales Centre	25,385	24	47	46	25	0.01%
Finance Centre	25,385	0	0	0	0	0.00%
TOTAL	25,385	536	742	760	518	0.10%

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											335
Hemel Hempstead	223	190											413
Newcastle	24	17											41
Newport	82	86											168
Nottingham	54	41											95
Stockport	64	98											162
London Travel News	1	0											1
Customer Contact Centres	71	99											170
Sales Centre	36	47											83
Finance Centre	0	0											0
TOTAL	726	742	0	0	0	0	0	0	0	0	0	0	1,468

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*	55	110	117	48	0.43%
Returns	102	124	129	97	0.49%
Supplies	49	83	85	47	0.33%
Deliveries (Timeliness)	108	113	111	110	0.45%
Deliveries (Quality)	70	121	122	69	0.48%
Claims	95	154	162	87	0.61%
Communication	13	30	28	15	0.12%
Documents	5	7	6	6	0.03%
TOTAL	497	742	760	479	2.92%

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											202
Returns	131	124											255
Supplies	79	83											162
Deliveries (Timeliness)	122	113											235
Deliveries (Quality)	111	121											232
Claims	169	154											323
Communication	18	30											48
Documents	4	7											11
TOTAL	726	742	0	0	0	0	0	0	0	0	0	0	1,468

*Invoicing includes Voucher processing queries