

Month Reported	June	STAGE 1	Do Not Overtyp e green shaded cells
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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	5,599	36	22	18	40	0.01%
Hemel Hempstead	7,712	42	53	38	57	0.02%
Newcastle	1,371	3	1	2	2	0.00%
Newport	4,753	10	7	6	11	0.00%
Nottingham	2,761	11	25	24	12	0.03%
Stockport	3,108	14	5	5	14	0.01%
London Travel News	81	0	0	0	0	0.00%
Customer Contact Centres	25,385	17	21	16	22	0.00%
Sales Centre	25,385	1	3	4	0	0.00%
Finance Centre	25,385	0	0	0	0	0.00%
TOTAL	25,385	134	137	113	158	0.02%

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							152
Hemel Hempstead	68	59	47	24	35	53							286
Newcastle	6	1	2	0	1	1							11
Newport	18	24	23	7	8	7							87
Nottingham	20	10	11	3	5	25							74
Stockport	13	22	22	8	9	5							79
London Travel News	0	0	0	0	0	0							0
Customer Contact Centres	32	16	12	7	2	21							90
Sales Centre	0	1	2	3	3	3							12
Finance Centre	0	0	0	0	0	0							0
TOTAL	197	161	158	62	76	137	0	0	0	0	0	0	791

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*	12	29	25	16	0.11%
Returns	28	44	33	39	0.17%
Supplies	17	14	14	17	0.06%
Deliveries (Timeliness)	22	3	1	24	0.01%
Deliveries (Quality)	23	9	8	24	0.04%
Claims	23	27	26	24	0.11%
Communication	7	10	6	11	0.04%
Documents	2	1	0	3	0.00%
TOTAL	134	137	113	158	0.54%

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							90
Returns	49	34	30	14	11	44							182
Supplies	24	8	12	9	7	14							74
Deliveries (Timeliness)	28	28	33	7	1	3							100
Deliveries (Quality)	27	25	16	9	7	9							93
Claims	33	42	54	16	35	27							207
Communication	7	10	7	1	2	10							37
Documents	2	3	0	0	2	1							8
TOTAL	197	161	158	62	76	137	0	0	0	0	0	0	791

*Invoicing includes Voucher processing queries