

Month Reported	Mar-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	175	205	186	194	0.12%
Hemel Hempstead	7,712	153	193	186	160	0.08%
Newcastle	1,371	15	43	40	18	0.10%
Newport	4,753	45	80	80	45	0.06%
Nottingham	2,761	62	54	44	72	0.07%
Stockport	3,108	42	132	115	59	0.14%
London Travel News	81	0	0	0	0	0.00%
Customer Contact Centres	25,385	43	174	171	46	0.02%
Sales Centre	25,385	25	118	103	40	0.02%
Finance Centre	25,385	0	0	0	0	0.00%
TOTAL	25,385	560	999	925	634	0.13%

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	205										540
Hemel Hempstead	223	190	193										606
Newcastle	24	17	43										84
Newport	82	86	80										248
Nottingham	54	41	54										149
Stockport	64	98	132										294
London Travel News	1	0	0										1
Customer Contact Centres	71	99	174										344
Sales Centre	36	47	118										201
Finance Centre	0	0	0										0
TOTAL	726	742	999	0	0	0	0	0	0	0	0	0	2,467

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*	48	105	106	47	0.41%
Returns	97	128	115	110	0.50%
Supplies	47	140	120	67	0.55%
Deliveries (Timeliness)	110	141	148	103	0.56%
Deliveries (Quality)	69	135	128	76	0.53%
Claims	87	191	162	116	0.75%
Communication	15	134	123	26	0.53%
Documents	6	25	23	8	0.10%
TOTAL	479	999	925	553	3.94%

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	105										307
Returns	131	124	128										383
Supplies	79	83	140										302
Deliveries (Timeliness)	122	113	141										376
Deliveries (Quality)	111	121	135										367
Claims	169	154	191										514
Communication	18	30	134										182
Documents	4	7	25										36
TOTAL	726	742	999	0	0	0	0	0	0	0	0	0	2,467

*Invoicing includes Voucher processing queries