

Month Reported	May-19	STAGE 1	Do Not Overtyp e green shaded cells
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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	5,886	7	26	29	4	0.01%
Hemel Hempstead	8,087	7	48	45	10	0.02%
Newcastle	1,462	0	0	0	0	0.00%
Newport	5,032	0	19	18	1	0.01%
Nottingham	2,964	1	7	8	0	0.01%
Stockport	3,307	2	12	14	0	0.01%
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	3	15	14	4	0.00%
SALES CENTRE	26,817	1	4	5	0	0.00%
NAC	26,817	0	0	0	0	0.00%
TOTAL	26,817	21	131	133	19	0.02%

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	39	49	42	37	26	0	0	0	0	0	0	0	193
Hemel Hempstead	39	37	60	64	48	0	0	0	0	0	0	0	248
Newcastle	0	1	0	0	0	0	0	0	0	0	0	0	1
Newport	13	19	18	17	19	0	0	0	0	0	0	0	86
Nottingham	23	16	17	12	7	0	0	0	0	0	0	0	75
Stockport	8	8	14	21	12	0	0	0	0	0	0	0	63
London Travel News	0	0	0	0	0	0	0	0	0	0	0	0	0
NEWCASTLE CALL CENTRE	0	0	0	0	0	0	0	0	0	0	0	0	0
WEDNESBURY CALL CENTRE	32	35	27	22	15	0	0	0	0	0	0	0	131
SALES CENTRE	2	2	7	1	4	0	0	0	0	0	0	0	16
NAC	1	0	0	0	0	0	0	0	0	0	0	0	1
TOTAL	157	167	185	174	131	0	0	0	0	0	0	0	814

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	1	14	15	0	0.05%
Returns	10	24	27	7	0.09%
Supplies	2	12	14	0	0.04%
Deliveries (Timeliness)	3	18	20	1	0.07%
Deliveries (Quality)	1	23	22	2	0.09%
Voucher Processing*	0	0		0	0.00%
Claims	4	29	26	7	0.11%
Communication	0	9	7	2	0.03%
Documents	0	2	2	0	0.01%
TOTAL	21	131	133	19	0.49%

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	30	32	23	15	14	0	0	0	0	0	0	0	114
Returns	39	30	24	36	24	0	0	0	0	0	0	0	153
Supplies	8	20	14	6	12	0	0	0	0	0	0	0	60
Deliveries (Timeliness)	12	19	28	35	18	0	0	0	0	0	0	0	112
Deliveries (Quality)	21	28	27	33	23	0	0	0	0	0	0	0	132
Voucher Processing*	0	0	0	0	0	0	0	0	0	0	0	0	0
Claims	30	32	53	36	29	0	0	0	0	0	0	0	180
Communication	9	5	11	10	9	0	0	0	0	0	0	0	44
Documents	8	1	5	3	2	0	0	0	0	0	0	0	19
TOTAL	157	167	185	174	131	0	0	0	0	0	0	0	814

*Invoicing includes Voucher processing queries