

Month Reported	May-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	169	113	94	188	0.07%
Hemel Hempstead	7,712	146	165	160	151	0.07%
Newcastle	1,371	14	16	15	15	0.04%
Newport	4,753	43	38	33	48	0.03%
Nottingham	2,761	60	32	26	66	0.04%
Stockport	3,108	43	45	45	43	0.05%
London Travel News	81	0	0	0	0	0.00%
Customer Contact Centres	25,385	48	228	207	69	0.03%
Sales Centre	25,385	24	41	39	26	0.01%
Finance Centre	25,385	0	0	0	0	0.00%
TOTAL	25,385	547	678	619	606	0.09%

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	114	113								767
Hemel Hempstead	223	190	193	117	165								888
Newcastle	24	17	43	24	16								124
Newport	82	86	80	48	38								334
Nottingham	54	41	54	37	32								218
Stockport	64	98	132	40	45								379
London Travel News	1	0	0	0	0								1
Customer Contact Centres	71	99	174	107	228								679
Sales Centre	36	47	118	76	41								318
Finance Centre	0	0	0	0	0								0
TOTAL	726	742	999	563	678	0	0	0	0	0	0	0	3,708

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*	44	120	113	51	0.47%
Returns	106	67	64	109	0.26%
Supplies	48	176	155	69	0.69%
Deliveries (Timeliness)	98	21	18	101	0.08%
Deliveries (Quality)	66	54	55	65	0.21%
Claims	85	203	181	107	0.80%
Communication	13	21	17	17	0.08%
Documents	6	16	16	6	0.06%
TOTAL	466	678	619	525	2.67%

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	82	120								509
Returns	131	124	128	116	67								566
Supplies	79	83	140	117	176								595
Deliveries (Timeliness)	122	113	141	21	21								418
Deliveries (Quality)	111	121	135	49	54								470
Claims	169	154	191	136	203								853
Communication	18	30	134	30	21								233
Documents	4	7	25	12	16								64
TOTAL	726	742	999	563	678	0	0	0	0	0	0	0	3,708

*Invoicing includes Voucher processing queries