

Month Reported	Nov-19
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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	5,886	81	157	137	101	0.09%
Hemel Hempstead	8,087	49	193	154	88	0.08%
Newcastle	1,462	1	11	10	2	0.03%
Newport	5,032	16	73	71	18	0.05%
Nottingham	2,964	31	41	37	35	0.05%
Stockport	3,307	13	84	74	23	0.08%
London Travel News	79	0	1	1	0	0.04%
NEWCASTLE CALL CENTRE	7,733	0	0	0	0	0.00%
WEDNESBURY CALL CENTRE	19,084	18	31	26	23	0.01%
SALES CENTRE	26,817	3	44	35	12	0.01%
NAC	26,817	0	0	0	0	0.00%
TOTAL	26,817	212	635	545	302	0.08%

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	120	131	117	130	91	97	158	201	99	128	157	0	1,429
Hemel Hempstead	147	125	134	178	129	132	184	202	126	216	193	0	1,766
Newcastle	8	5	6	3	4	4	11	17	7	3	11	0	79
Newport	53	66	66	59	54	60	56	61	56	94	73	0	698
Nottingham	60	36	41	35	18	17	50	39	43	58	41	0	438
Stockport	52	35	38	41	30	37	39	104	58	70	84	0	588
London Travel News	0	0	0	0	0	2	1	0	0	0	1	0	4
NEWCASTLE CALL CENTRE	0	0	1	1	0	2	6	4	2	0	0	0	16
WEDNESBURY CALL CENTRE	59	60	46	46	29	23	125	40	15	27	31	0	501
SALES CENTRE	16	18	15	18	18	9	42	37	29	41	44	0	287
NAC	1	0	0	0	0	1	0	0	0	0	0	0	2
TOTAL	516	476	464	511	373	384	672	705	435	637	635	0	5,808

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	109	96	25	0.41%
Returns	41	100	85	56	0.37%
Supplies	9	71	59	21	0.26%
Deliveries (Timeliness)	52	163	143	72	0.61%
Deliveries (Quality)	19	121	104	36	0.45%
Voucher Processing*	0	0	0	0	0.00%
Claims	34	49	41	42	0.18%
Communication	6	12	9	9	0.04%
Documents	5	10	8	7	0.04%
TOTAL	178	635	545	268	2.37%

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	53	48	39	33	26	17	63	77	34	72	109	0	571
Returns	145	110	115	122	77	90	190	145	72	173	100	0	1,339
Supplies	62	53	42	61	52	36	102	77	53	66	71	0	675
Deliveries (Timeliness)	56	49	87	106	82	72	108	155	131	143	163	0	1,152
Deliveries (Quality)	87	90	67	82	63	83	114	79	40	75	121	0	901
Voucher Processing*	0	0	0	0	0	0	0	0	0	0	0	0	0
Claims	83	109	94	81	59	61	70	148	85	92	49	0	931
Communication	19	8	15	23	11	23	9	17	14	14	12	0	165
Documents	11	9	5	3	3	2	16	7	6	2	10	0	74
TOTAL	516	476	464	511	373	384	672	705	435	637	635	0	5,808

\*Invoicing includes Voucher processing queries