

Month Reported	Oct-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	89	128	136	81	0.07%
Hemel Hempstead	8,087	53	216	220	49	0.09%
Newcastle	1,462	1	3	3	1	0.01%
Newport	5,032	19	94	97	16	0.06%
Nottingham	2,964	31	58	58	31	0.07%
Stockport	3,307	17	70	74	13	0.07%
London Travel News	79	0	0	0	0	0.00%
NEWCASTLE CALL CENTRE	7,733	1	0	1	0	0.00%
WEDNESBURY CALL CENTRE	19,084	19	27	28	18	0.00%
SALES CENTRE	26,817	5	41	43	3	0.01%
NAC	26,817	0	0	0	0	0.00%
TOTAL	26,817	235	637	660	212	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	0	0	1,272
Hemel Hempstead	147	125	134	178	129	132	184	202	126	216	0	0	1,573
Newcastle	8	5	6	3	4	4	11	17	7	3	0	0	68
Newport	53	66	66	59	54	60	56	61	56	94	0	0	625
Nottingham	60	36	41	35	18	17	50	39	43	58	0	0	397
Stockport	52	35	38	41	30	37	39	104	58	70	0	0	504
London Travel News	0	0	0	0	0	2	1	0	0	0	0	0	3
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	0	0	470
SALES CENTRE	16	18	15	18	18	9	42	37	29	41	0	0	243
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	0	0	5,173

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	10	72	70	12	0.27%
Returns	39	173	171	41	0.65%
Supplies	11	66	68	9	0.25%
Deliveries (Timeliness)	75	143	166	52	0.53%
Deliveries (Quality)	12	75	68	19	0.28%
Voucher Processing*	0	0	0	0	0.00%
Claims	41	92	99	34	0.34%
Communication	9	14	17	6	0.05%
Documents	4	2	1	5	0.01%
TOTAL	201	637	660	178	2.38%

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	0	0	462
Returns	145	110	115	122	77	90	190	145	72	173	0	0	1,239
Supplies	62	53	42	61	52	36	102	77	53	66	0	0	604
Deliveries (Timeliness)	56	49	87	106	82	72	108	155	131	143	0	0	989
Deliveries (Quality)	87	90	67	82	63	83	114	79	40	75	0	0	780
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	0	0	882
Communication	19	8	15	23	11	23	9	17	14	14	0	0	153
Documents	11	9	5	3	3	2	16	7	6	2	0	0	64
TOTAL	516	476	464	511	373	384	672	705	435	637	0	0	5,173

*Invoicing includes Voucher processing queries