

Month Reported	Sep-19
----------------	--------

Do Not Overtyp e green shaded cells

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	104	99	114	89	0.06%
Hemel Hempstead	8,087	65	126	138	53	0.05%
Newcastle	1,462	2	7	8	1	0.02%
Newport	5,032	21	56	58	19	0.04%
Nottingham	2,964	33	43	45	31	0.05%
Stockport	3,307	16	58	57	17	0.06%
London Travel News	79	0	0	0	0	0.00%
NEWCASTLE CALL CENTRE	7,733	0	2	1	1	0.00%
WEDNESBURY CALL CENTRE	19,084	20	15	16	19	0.00%
SALES CENTRE	26,817	16	29	40	5	0.00%
NAC	26,817	0	0	0	0	0.00%
TOTAL	26,817	277	435	477	235	0.05%

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	0	0	0	1,144
Hemel Hempstead	147	125	134	178	129	132	184	202	126	0	0	0	1,357
Newcastle	8	5	6	3	4	4	11	17	7	0	0	0	65
Newport	53	66	66	59	54	60	56	61	56	0	0	0	531
Nottingham	60	36	41	35	18	17	50	39	43	0	0	0	339
Stockport	52	35	38	41	30	37	39	104	58	0	0	0	434
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	0	0	0	443
SALES CENTRE	16	18	15	18	18	9	42	37	29	0	0	0	202
NAC	1	0	0	0	0	1	0	0	0	0	0	0	2
TOTAL	516	476	464	511	373	384	672	705	435	0	0	0	4,536

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	21	34		55	0.13%
Returns	44	72		116	0.27%
Supplies	25	53		78	0.20%
Deliveries (Timeliness)	61	131		192	0.49%
Deliveries (Quality)	26	40		66	0.15%
Voucher Processing*	0	0		0	0.00%
Claims	48	85		133	0.32%
Communication	9	14		23	0.05%
Documents	9	6		15	0.02%
TOTAL	243	435	0	678	1.62%

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	0	0	0	390
Returns	145	110	115	122	77	90	190	145	72	0	0	0	1,066
Supplies	62	53	42	61	52	36	102	77	53	0	0	0	538
Deliveries (Timeliness)	56	49	87	106	82	72	108	155	131	0	0	0	846
Deliveries (Quality)	87	90	67	82	63	83	114	79	40	0	0	0	705
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	0	0	0	790
Communication	19	8	15	23	11	23	9	17	14	0	0	0	139
Documents	11	9	5	3	3	2	16	7	6	0	0	0	62
TOTAL	516	476	464	511	373	384	672	705	435	0	0	0	4,536

\*Invoicing includes Voucher processing queries