

Month Reported	Sep-20	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	5,599	0	14	12	2	0.01%
Hemel Hempstead	7,712	6	44	47	3	0.02%
Newcastle	1,371	0	0	0	0	0.00%
Newport	4,753	0	5	5	0	0.00%
Nottingham	2,761	0	12	12	0	0.01%
Stockport	3,108	2	32	32	2	0.03%
Other	25,304	0	33	33	0	0.00%
Customer Contact Centres	25,304	0	11	9	2	0.00%
Sales Centre	25,304	0	0	0	0	0.00%
Finance Centre	25,304	2	0	0	2	0.00%
TOTAL	25,304	10	151	150	11	0.02%

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	40	28	39	10	13	22	25	19	14				210
Hemel Hempstead	68	59	47	24	35	53	93	59	44				482
Newcastle	6	1	2	0	1	1	2	0	0				13
Newport	18	24	23	7	8	7	22	7	5				121
Nottingham	20	10	11	3	5	25	17	9	12				112
Stockport	13	22	22	8	9	5	27	28	32				166
Other	0	0	0	0	0	0	0	0	33				33
Customer Contact Centres	32	16	12	7	2	21	38	6	11				145
Sales Centre	0	1	2	3	3	3	3	4	0				19
Finance Centre	0	0	0	0	0	0	0	0	0				0
TOTAL	197	161	158	62	76	137	227	132	151	0	0	0	1,301

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	4	3	2	0.02%
Returns	4	34	37	1	0.13%
Supplies	0	16	16	0	0.06%
Deliveries (Timeliness)	3	31	31	3	0.12%
Deliveries (Quality)	0	10	10	0	0.04%
Claims	1	38	35	4	0.15%
Communication	1	7	7	1	0.03%
Documents	0	2	2	0	0.01%
TOTAL	10	151	150	11	0.60%

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*	27	11	6	6	11	29	38	5	4				137
Returns	49	34	30	14	11	44	60	37	34				313
Supplies	24	8	12	9	7	14	20	11	16				121
Deliveries (Timeliness)	28	28	33	7	1	3	34	21	31				186
Deliveries (Quality)	27	25	16	9	7	9	21	10	10				134
Claims	33	42	54	16	35	27	42	37	38				324
Communication	7	10	7	1	2	10	4	2	7				50
Documents	2	3	0	0	2	1	8	3	2				21
TOTAL	197	161	158	62	76	137	227	132	151	0	0	0	1,301

*Invoicing includes Voucher processing queries
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