

Complaints by Location

Breakdown by Business Area	No of Customers	Open at start of month	Opened	Closed	Open at end of month	% of complaints vs deliveries made
Birmingham	5,987	5	223	215	13	0.12%
Hemel Hempstead	8,840	1	289	273	17	0.11%
Newport	4,479	3	117	103	17	0.09%
Nottingham	3,748	7	0	0	7	0.00%
LTN	66	0	0	0	0	0.00%
Customer Contact Centres	23,120	0	5	1	4	0.00%
Sales Centre	23,120	0	24	24	0	0.00%
Finance Centre	23,120	0	0	0	0	0.00%
Other	23,120	0	0	0	0	0.00%
TOTAL	23,120	16	658	616	58	0.09%

Breakdown by Business Area	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Total YTD
Birmingham	89	70	117	98	64	105	133	151	102	139	221	215	1,504
Hemel Hempstead	127	128	254	185	177	187	160	197	208	277	362	273	2,535
Newport	50	58	104	91	111	116	139	163	103	115	119	103	1,272
Nottingham	77	38	73	56	53	56	54	93	78	54	0	0	632
LTN	0	0	0	0	0	0	1	2	2	0	0	0	5
Customer Contact Centres	4	10	19	20	6	21	27	7	23	9	0	1	147
Sales Centre	2	2	7	11	2	17	15	19	19	33	27	24	178
Finance Centre	0	1	0	1	1	2	0	0	1	3	0	0	9
Other	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	349	307	574	462	414	504	529	632	536	630	729	616	6,282

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	0	14	11	3	0.06%
Returns	6	175	165	16	0.76%
Supplies	0	47	47	0	0.20%
Deliveries (Timeliness)	4	131	120	15	0.57%
Deliveries (Quality)	4	165	155	14	0.71%
Claims	2	97	91	8	0.42%
Communication	0	4	2	2	0.02%
Documents	0	24	24	0	0.10%
CS Application Support (Vouchers)	0	0	0	0	0.00%
New Customers	0	1	1	0	0.00%

Breakdown by Category	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Total YTD
Invoicing	15	6	5	8	10	7	17	20	15	15	9	11	138
Returns	128	91	169	145	127	150	150	150	142	165	194	165	1,776
Supplies	9	3	16	12	6	29	17	21	31	50	45	47	286
Deliveries (Timeliness)	56	74	127	97	73	77	71	109	84	91	119	120	1,098
Deliveries (Quality)	88	67	143	115	95	100	128	193	157	200	233	155	1,674
Claims	39	38	64	45	85	102	98	77	75	73	92	91	879
Communication	2	6	13	5	8	7	9	15	3	5	8	2	83
Documents	12	15	21	17	10	14	23	47	13	27	29	24	252
CS Application Support (Vouchers)	0	7	16	18	0	17	16	0	16	4	0	0	94
New Customers	0	0	0	0	0	0	0	0	0	0	0	1	1

200
180
160
140
120
100
80
60
40
20
0
Inr