

Month Reported	Dec-20	STAGE 1
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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	2	14	15	1	0.01%
Hemel Hempstead	7,712	1	38	32	7	0.02%
Newcastle	1,371	0	0	0	0	0.00%
Newport	4,753	0	0	2	-2	0.00%
Nottingham	2,761	0	13	12	1	0.02%
Stockport	3,108	0	9	8	1	0.01%
London Travel News	81	0	0	0	0	0.00%
Customer Contact Centres	25,385	0	5	5	0	0.00%
Sales Centre	25,385	0	3	3	0	0.00%
Finance Centre	25,385	0	0	0	0	0.00%
TOTAL	25,385	3	106	101	8	0.01%
Other			24	24		

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	8	6	2	0.03%
Returns	0	18	14	4	0.07%
Supplies	2	11	12	1	0.04%
Deliveries (Timeliness)	1	17	18	0	0.07%
Deliveries (Quality)	0	6	6	0	0.02%
Claims	0	24	23	1	0.09%
Communication	0	4	4	0	0.02%
Documents	0	7	7	0	0.03%
TOTAL	3	106	101	8	0.42%

\*Invoicing includes Voucher processing queries  
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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	18	9	14	251
Hemel Hempstead	68	59	47	24	35	53	93	59	44	11	15	38	546
Newcastle	6	1	2	0	1	1	2	0	0	3	5	0	21
Newport	18	24	23	7	8	7	22	7	5	7	7	0	135
Nottingham	20	10	11	3	5	25	17	9	12	3	9	13	137
Stockport	13	22	22	8	9	5	27	28	32	10	11	9	196
London Travel News	0	0	0	0	0	0	0	0	0	0	0	0	0
Customer Contact Centres	32	16	12	7	2	21	38	6	11	4	4	5	158
Sales Centre	0	1	2	3	3	3	3	4	0	0	5	3	27
Finance Centre	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	197	161	158	62	76	137	227	132	151	76	84	106	1,567
Other									33	20	19	24	

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	2	2	8	149
Returns	49	34	30	14	11	44	60	37	34	12	18	18	361
Supplies	24	8	12	9	7	14	20	11	16	16	11	11	159
Deliveries (Timeliness)	28	28	33	7	1	3	34	21	31	15	11	17	229
Deliveries (Quality)	27	25	16	9	7	9	21	10	10	8	12	6	160
Claims	33	42	54	16	35	27	42	37	38	15	23	24	386
Communication	7	10	7	1	2	10	4	2	7	2	1	4	57
Documents	2	3	0	0	2	1	8	3	2	2	1	7	31
TOTAL	197	161	158	62	76	137	227	132	151	76	84	106	1,567

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