

Month Reported	Oct-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		Open at end of month	% of complaints vs deliveries made	
		Opened	Closed			
Birmingham	5,599	1	18	17	2	0.01%
Hemel Hempstead	7,712	0	11	11	0	0.00%
Newcastle	1,371	0	3	3	0	0.01%
Newport	4,753	0	7	7	0	0.00%
Nottingham	2,761	0	3	3	0	0.00%
Stockport	3,108	0	10	10	0	0.01%
London Travel News	81	0	0	0	0	0.00%
Customer Contact Centres	25,385	0	4	4	0	0.00%
Sales Centre	25,385	0	0	0	0	0.00%
Finance Centre	25,385	0	0	0	0	0.00%
TOTAL	25,385	1	76	75	2	0.01%
Other			20	20		

Complaints by Classification Category

Breakdown by category	Open at start of month	Open at end of month		% of customer base complained in month	
		Opened	Closed		
Invoicing*	0	2	2	0	0.01%
Returns	0	12	12	0	0.05%
Supplies	0	16	16	0	0.06%
Deliveries (Timeliness)	0	15	15	0	0.06%
Deliveries (Quality)	0	8	8	0	0.03%
Claims	1	15	14	2	0.06%
Communication	0	2	2	0	0.01%
Documents	0	2	2	0	0.01%
TOTAL	1	76	75	2	0.30%

*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		
Hemel Hempstead	68	59	47	24	35	53	93	59	44	11			493
Newcastle	6	1	2	0	1	1	2	0	0	3			16
Newport	18	24	23	7	8	7	22	7	5	7			128
Nottingham	20	10	11	3	5	25	17	9	12	3			115
Stockport	13	22	22	8	9	5	27	28	32	10			176
London Travel News	0	0	0	0	0	0	0	0	0	0			0
Customer Contact Centres	32	16	12	7	2	21	38	6	11	4			149
Sales Centre	0	1	2	3	3	3	3	4	0	0			19
Finance Centre	0	0	0	0	0	0	0	0	0	0			0
TOTAL	197	161	158	62	76	137	227	132	151	76	0	0	1,377
Other									33	20			

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		
Returns	49	34	30	14	11	44	60	37	34	12			325
Supplies	24	8	12	9	7	14	20	11	16	16			137
Deliveries (Timeliness)	28	28	33	7	1	3	34	21	31	15			201
Deliveries (Quality)	27	25	16	9	7	9	21	10	10	8			142
Claims	33	42	54	16	35	27	42	37	38	15			339
Communication	7	10	7	1	2	10	4	2	7	2			52
Documents	2	3	0	0	2	1	8	3	2	2			23
TOTAL	197	161	158	62	76	137	227	132	151	76	0	0	1,377

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