

Complaints by Location

Breakdown by Business Area	No of Customers	Opened	Closed	Open at end of month	% of complaints vs deliveries made	Breakdown by Business Area	Jan-24	Feb-24	Mar-24	Apr-24	Total YTD
Barnstaple	125	0	0	0	0.00%	Barnstaple	2	0	0	0	2
Birmingham	1,703	88	85	3	0.17%	Birmingham	45	61	66	88	260
Bodmin	141	1	1	0	0.02%	Bodmin	0	0	0	1	1
Bristol	694	5	4	1	0.02%	Bristol	15	9	4	5	33
Crawley	809	9	8	1	0.04%	Crawley	30	36	14	9	89
Croydon	941	39	32	7	0.14%	Croydon	31	39	39	39	148
Exeter	494	8	8	0	0.05%	Exeter	10	8	21	8	47
Gloucester	558	18	3	15	0.11%	Gloucester	12	9	20	18	59
Hammersmith	712	13	9	4	0.06%	Hammersmith	14	31	16	13	74
Hemel Hempstead	719	53	45	8	0.25%	Hemel Hempstead	83	125	78	53	339
Hornsey	802	24	24	0	0.10%	Hornsey	38	29	21	24	112
Leicester	604	14	12	2	0.08%	Leicester	2	8	7	14	31
Lincoln	312	1	1	0	0.01%	Lincoln	3	6	0	1	10
Liverpool	1,074	20	18	2	0.06%	Liverpool	15	13	13	20	61
Milton Keynes	757	14	12	2	0.06%	Milton Keynes	23	16	14	14	67
Newcastle	1,167	21	18	3	0.06%	Newcastle	30	25	32	21	108
Newmarket	410	35	23	12	0.28%	Newmarket	19	12	15	35	81
Newport	1,030	69	50	19	0.22%	Newport	65	58	94	69	286
Nottingham	1,014	41	38	3	0.13%	Nottingham	22	28	24	41	115
Oxford	581	10	9	1	0.06%	Oxford	7	7	3	10	27
Peterborough	679	10	10	0	0.05%	Peterborough	13	8	12	10	43
Plymouth	311	1	1	0	0.01%	Plymouth	4	3	2	1	10
Redruth	171	0	0	0	0.00%	Redruth	0	0	1	0	1
Shrewsbury	323	3	3	0	0.03%	Shrewsbury	6	8	4	3	21
Slough	755	6	4	2	0.03%	Slough	3	8	6	6	23
Southampton	1,134	26	26	0	0.08%	Southampton	39	37	35	26	137
Stevenage	358	3	3	0	0.03%	Stevenage	8	8	12	3	31
Stockport	1,604	30	30	0	0.06%	Stockport	50	37	51	30	168
Stoke	448	10	10	0	0.07%	Stoke	13	8	8	10	39
Swindon	345	11	8	3	0.11%	Swindon	6	2	9	11	28
Taunton	306	1	1	0	0.01%	Taunton	1	6	2	1	10
Wednesbury	932	17	16	1	0.06%	Wednesbury	24	24	38	17	103
Worcester	196	0	0	0	0.00%	Worcester	3	5	0	0	8
Yeovil	232	3	3	0	0.04%	Yeovil	3	4	2	3	12
Customer Contact Centres	22,441	9	6	3	0.00%	Customer Contact Centres	18	18	14	9	59
Sales Centre	22,441	47	37	10	0.01%	Sales Centre	22	26	65	47	160
Finance Centre	22,441	1	1	0	0.00%	Finance Centre	2	0	2	1	5
Other	22,441	1	0	1	0.00%	Other	0	0	1	1	2
TOTAL	22,441	662	559	103	0.10%	TOTAL	681	722	745	662	2,810

Customer

Complaints by Classification Category

Breakdown by Category	Opened	Closed	Open at end of month	% of customer base complained in month	Breakdown by Category	Jan-24	Feb-24	Mar-24	Apr-24	Total YTD
Invoicing	11	10	1	0.05%	Invoicing	13	10	8	11	42
Returns	148	127	21	0.66%	Returns	192	175	175	148	690
Supplies	76	60	16	0.34%	Supplies	48	54	90	76	268
Deliveries (Timeliness)	121	97	24	0.54%	Deliveries (Timeliness)	75	111	126	121	433
Deliveries (Quality)	209	184	25	0.93%	Deliveries (Quality)	196	216	230	209	851
Claims	65	52	13	0.29%	Claims	105	112	70	65	352
Communication	0	0	0	0.00%	Communication	5	1	3	0	9
Documents	26	24	2	0.12%	Documents	29	29	35	26	119
CS Application Support (Vouchers)	6	5	1	0.03%	CS Application Support (Vouchers)	18	14	8	6	46
New Customers	0	0	0	0.00%	New Customers	0	0	0	0	0

250

200

150

100

50

0

50

0