

Complaints by Location

Breakdown by Business Area	No of Customers	Opened	Closed	Open at end of month	% of complaints vs deliveries made
Barnstaple	125	0	0	0	0.00%
Birmingham	1,703	61	54	7	0.12%
Bodmin	141	0	0	0	0.00%
Bristol	694	9	9	0	0.04%
Crawley	809	36	33	3	0.15%
Croydon	941	39	38	1	0.14%
Exeter	494	8	8	0	0.05%
Gloucester	558	9	7	2	0.05%
Hammersmith	712	31	31	0	0.15%
Hemel Hempstead	719	125	122	3	0.58%
Hornsey	802	29	29	0	0.12%
Leicester	604	8	6	2	0.04%
Lincoln	312	6	5	1	0.06%
Liverpool	1,074	13	12	1	0.04%
Milton Keynes	757	16	13	3	0.07%
Newcastle	1,167	25	25	0	0.07%
Newmarket	410	12	9	3	0.10%
Newport	1,030	58	52	6	0.19%
Nottingham	1,014	28	26	2	0.09%
Oxford	581	7	7	0	0.04%
Peterborough	679	8	8	0	0.04%
Plymouth	311	3	3	0	0.03%
Redruth	171	0	0	0	0.00%
Shrewsbury	323	8	8	0	0.08%
Slough	755	8	8	0	0.04%
Southampton	1,134	37	36	1	0.11%
Stevenage	358	8	8	0	0.07%
Stockport	1,604	37	35	2	0.08%
Stoke	448	8	8	0	0.06%
Swindon	345	2	2	0	0.02%
Taunton	306	6	6	0	0.07%
Wednesbury	932	24	24	0	0.09%
Worcester	196	5	4	1	0.09%
Yeovil	232	4	4	0	0.06%
Customer Contact Centres	22,441	18	14	4	0.00%
Sales Centre	22,441	26	23	3	0.00%
Finance Centre	22,441	0	0	0	0.00%
Other	22,441	0	0	0	0.00%
TOTAL	22,441	722	677	45	0.11%

Breakdown by Business Area	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Total YTD
Barnstaple	2	0											2
Birmingham	45	61											106
Bodmin	0	0											0
Bristol	15	9											24
Crawley	30	36											66
Croydon	31	39											70
Exeter	10	8											18
Gloucester	12	9											21
Hammersmith	14	31											45
Hemel Hempstead	83	125											208
Hornsey	38	29											67
Leicester	2	8											10
Lincoln	3	6											9
Liverpool	15	13											28
Milton Keynes	23	16											39
Newcastle	30	25											55
Newmarket	19	12											31
Newport	65	58											123
Nottingham	22	28											50
Oxford	7	7											14
Peterborough	13	8											21
Plymouth	4	3											7
Redruth	0	0											0
Shrewsbury	6	8											14
Slough	3	8											11
Southampton	39	37											76
Stevenage	8	8											16
Stockport	50	37											87
Stoke	13	8											21
Swindon	6	2											8
Taunton	1	6											7
Wednesbury	24	24											48
Worcester	3	5											8
Yeovil	3	4											7
Customer Contact Centres	18	18											36
Sales Centre	22	26											48
Finance Centre	2	0											2
Other	0	0											0
TOTAL	681	722	0	0	0	0	0	0	0	0	0	0	1,403

Customer

Complaints by Classification Category

Breakdown by Category	Opened	Closed	Open at end of month	% of customer base complained in month
Invoicing	10	9	1	0.04%
Returns	175	170	5	0.78%
Supplies	54	48	6	0.24%
Deliveries (Timeliness)	111	100	11	0.49%
Deliveries (Quality)	216	207	9	0.96%
Claims	112	105	7	0.50%
Communication	1	0	1	0.00%
Documents	29	26	3	0.13%
CS Application Support (Vouchers)	14	12	2	0.06%
New Customers	0	0	0	0.00%

Breakdown by Category	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Total YTD
Invoicing	13	10											23
Returns	192	175											367
Supplies	48	54											102
Deliveries (Timeliness)	75	111											186
Deliveries (Quality)	196	216											412
Claims	105	112											217
Communication	5	1											6
Documents	29	29											58
CS Application Support (Vouchers)	18	14											32
New Customers	0	0											0

250

200

150

100

50

0

50