

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	66	66	0	0.13%
Bodmin	141	0	0	0	0.00%
Bristol	694	4	4	0	0.02%
Crawley	809	14	14	0	0.06%
Croydon	941	39	39	0	0.14%
Exeter	494	21	21	0	0.14%
Gloucester	558	20	20	0	0.12%
Hammersmith	712	16	16	0	0.07%
Hemel Hempstead	719	78	78	0	0.36%
Hornsey	802	21	21	0	0.09%
Leicester	604	7	7	0	0.04%
Lincoln	312	0	0	0	0.00%
Liverpool	1,074	13	13	0	0.04%
Milton Keynes	757	14	14	0	0.06%
Newcastle	1,167	32	32	0	0.09%
Newmarket	410	15	15	0	0.12%
Newport	1,030	94	94	0	0.30%
Nottingham	1,014	24	24	0	0.08%
Oxford	581	3	3	0	0.02%
Peterborough	679	12	12	0	0.06%
Plymouth	311	2	2	0	0.02%
Redruth	171	1	1	0	0.02%
Shrewsbury	323	4	4	0	0.04%
Slough	755	6	6	0	0.03%
Southampton	1,134	35	35	0	0.10%
Stevenage	358	12	12	0	0.11%
Stockport	1,604	51	51	0	0.11%
Stoke	448	8	8	0	0.06%
Swindon	345	9	9	0	0.09%
Taunton	306	2	2	0	0.02%
Wednesbury	932	38	38	0	0.14%
Worcester	196	0	0	0	0.00%
Yeovil	232	2	2	0	0.03%
Customer Contact Centres	22,441	14	14	0	0.00%
Sales Centre	22,441	65	65	0	0.01%
Finance Centre	22,441	2	2	0	0.00%
Other	22,441	1	1	0	0.00%
TOTAL	22,441	745	745	0	0.11%

Breakdown by Business Area	Jan-24	Feb-24	Mar-24	Total YTD
Barnstaple	2	0	0	2
Birmingham	45	61	66	172
Bodmin	0	0	0	0
Bristol	15	9	4	28
Crawley	30	36	14	80
Croydon	31	39	39	109
Exeter	10	8	21	39
Gloucester	12	9	20	41
Hammersmith	14	31	16	61
Hemel Hempstead	83	125	78	286
Hornsey	38	29	21	88
Leicester	2	8	7	17
Lincoln	3	6	0	9
Liverpool	15	13	13	41
Milton Keynes	23	16	14	53
Newcastle	30	25	32	87
Newmarket	19	12	15	46
Newport	65	58	94	217
Nottingham	22	28	24	74
Oxford	7	7	3	17
Peterborough	13	8	12	33
Plymouth	4	3	2	9
Redruth	0	0	1	1
Shrewsbury	6	8	4	18
Slough	3	8	6	17
Southampton	39	37	35	111
Stevenage	8	8	12	28
Stockport	50	37	51	138
Stoke	13	8	8	29
Swindon	6	2	9	17
Taunton	1	6	2	9
Wednesbury	24	24	38	86
Worcester	3	5	0	8
Yeovil	3	4	2	9
Customer Contact Centres	18	18	14	50
Sales Centre	22	26	65	113
Finance Centre	2	0	2	4
Other	0	0	1	1
TOTAL	681	722	745	2,148

Customer

Complaints by Classification Category

Breakdown by Category	Opened	Closed	Open at end of month	% of customer base complained in month
Invoicing	8	8	0	0.04%
Returns	175	175	0	0.78%
Supplies	90	90	0	0.40%
Deliveries (Timeliness)	126	126	0	0.56%
Deliveries (Quality)	230	230	0	1.02%
Claims	70	70	0	0.31%
Communication	3	3	0	0.01%
Documents	35	35	0	0.16%
CS Application Support (Vouchers)	8	8	0	0.04%
New Customers	0	0	0	0.00%

Breakdown by Category	Jan-24	Feb-24	Mar-24	Total YTD
Invoicing	13	10	8	31
Returns	192	175	175	542
Supplies	48	54	90	192
Deliveries (Timeliness)	75	111	126	312
Deliveries (Quality)	196	216	230	642
Claims	105	112	70	287
Communication	5	1	3	9
Documents	29	29	35	93
CS Application Support (Vouchers)	18	14	8	40
New Customers	0	0	0	0

250

200

150

100

50

0

50

100