

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