

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	63	3	0.13%
Bodmin	141	0	0	0	0.00%
Bristol	694	12	12	0	0.06%
Crawley	809	10	10	0	0.04%
Croydon	941	36	34	2	0.13%
Exeter	494	7	7	0	0.05%
Gloucester	558	24	16	8	0.14%
Hammersmith	712	13	13	0	0.06%
Hemel Hempstead	719	41	37	4	0.19%
Hornsey	802	6	6	0	0.02%
Leicester	604	10	10	0	0.06%
Lincoln	312	4	4	0	0.04%
Liverpool	1,074	16	16	0	0.05%
Milton Keynes	757	6	5	1	0.03%
Newcastle	1,167	23	23	0	0.07%
Newmarket	410	15	12	3	0.12%
Newport	1,030	30	26	4	0.10%
Nottingham	1,014	17	17	0	0.06%
Oxford	581	3	3	0	0.02%
Peterborough	679	5	4	1	0.02%
Plymouth	311	2	2	0	0.02%
Redruth	171	0	0	0	0.00%
Shrewsbury	323	3	3	0	0.03%
Slough	755	5	5	0	0.02%
Southampton	1,134	17	17	0	0.05%
Stevenage	358	2	2	0	0.02%
Stockport	1,604	40	38	2	0.08%
Stoke	448	9	9	0	0.07%
Swindon	345	2	2	0	0.02%
Taunton	306	2	2	0	0.02%
Wednesbury	932	29	29	0	0.10%
Worcester	196	0	0	0	0.00%
Yeovil	232	5	5	0	0.07%
Customer Contact Centres	22,441	9	6	3	0.00%
Sales Centre	22,441	44	36	8	0.01%
Finance Centre	22,441	0	0	0	0.00%
Other	22,441	0	0	0	0.00%
TOTAL	22,441	513	474	39	0.08%

Breakdown by Business Area	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Total YTD
Barnstaple	2	0	0	0	0	2
Birmingham	45	61	66	88	66	326
Bodmin	0	0	0	1	0	1
Bristol	15	9	4	5	12	45
Crawley	30	36	14	9	10	99
Croydon	31	39	39	39	36	184
Exeter	10	8	21	8	7	54
Gloucester	12	9	20	18	24	83
Hammersmith	14	31	16	13	13	87
Hemel Hempstead	83	125	78	53	41	380
Hornsey	38	29	21	24	6	118
Leicester	2	8	7	14	10	41
Lincoln	3	6	0	1	4	14
Liverpool	15	13	13	20	16	77
Milton Keynes	23	16	14	14	6	73
Newcastle	30	25	32	21	23	131
Newmarket	19	12	15	35	15	96
Newport	65	58	94	69	30	316
Nottingham	22	28	24	41	17	132
Oxford	7	7	3	10	3	30
Peterborough	13	8	12	10	5	48
Plymouth	4	3	2	1	2	12
Redruth	0	0	1	0	0	1
Shrewsbury	6	8	4	3	3	24
Slough	3	8	6	6	5	28
Southampton	39	37	35	26	17	154
Stevenage	8	8	12	3	2	33
Stockport	50	37	51	30	40	208
Stoke	13	8	8	10	9	48
Swindon	6	2	9	11	2	30
Taunton	1	6	2	1	2	12
Wednesbury	24	24	38	17	29	132
Worcester	3	5	0	0	0	8
Yeovil	3	4	2	3	5	17
Customer Contact Centres	18	18	14	9	9	68
Sales Centre	22	26	65	47	44	204
Finance Centre	2	0	2	1	0	5
Other	0	0	1	1	0	2
TOTAL	681	722	745	662	513	3,323

Customer

Complaints by Classification Category

Breakdown by Category	Opened	Closed	Open at end of month	% of customer base complained in month
Invoicing	5	4	1	0.02%
Returns	135	123	12	0.60%
Supplies	49	43	6	0.22%
Deliveries (Timeliness)	86	79	7	0.38%
Deliveries (Quality)	163	157	6	0.73%
Claims	56	51	5	0.25%
Communication	1	0	1	0.00%
Documents	13	13	0	0.06%
CS Application Support (Vouchers)	5	4	1	0.02%
New Customers	0	0	0	0.00%

Breakdown by Category	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Total YTD
Invoicing	13	10	8	11	5	47
Returns	192	175	175	148	135	825
Supplies	48	54	90	76	49	317
Deliveries (Timeliness)	75	111	126	121	86	519
Deliveries (Quality)	196	216	230	209	163	1,014
Claims	105	112	70	65	56	408
Communication	5	1	3	0	1	10
Documents	29	29	35	26	13	132
CS Application Support (Vouchers)	18	14	8	6	5	51
New Customers	0	0	0	0	0	0

180
160
140
120
100
80
60
40
20
0