

Complaints by Location

Breakdown by Business Area	No of Customers	Opened	Closed	Open at end of month	% of complaints vs deliveries made
Barnstaple	125	1	1	0	0.03%
Birmingham	1,703	54	48	6	0.11%
Bodmin	141	0	0	0	0.00%
Bristol	694	19	9	10	0.09%
Crawley	809	17	16	1	0.07%
Croydon	941	34	30	4	0.12%
Exeter	494	25	19	6	0.17%
Gloucester	558	7	7	0	0.04%
Hammersmith	712	7	7	0	0.03%
Hemel Hempstead	719	41	35	6	0.19%
Hornsey	802	32	27	5	0.13%
Leicester	604	4	3	1	0.02%
Lincoln	312	2	2	0	0.02%
Liverpool	1,074	15	15	0	0.05%
Milton Keynes	757	8	8	0	0.04%
Newcastle	1,167	18	18	0	0.05%
Newmarket	410	9	8	1	0.07%
Newport	1,030	49	40	9	0.16%
Nottingham	1,014	12	11	1	0.04%
Oxford	581	10	10	0	0.06%
Peterborough	679	5	5	0	0.02%
Plymouth	311	5	5	0	0.05%
Redruth	171	2	2	0	0.04%
Shrewsbury	323	2	1	1	0.02%
Slough	755	5	5	0	0.02%
Southampton	1,134	24	18	6	0.07%
Stevenage	358	2	1	1	0.02%
Stockport	1,604	27	26	1	0.06%
Stoke	448	7	7	0	0.05%
Swindon	345	5	4	1	0.05%
Taunton	306	6	5	1	0.07%
Wednesbury	932	59	55	4	0.21%
Worcester	196	2	0	2	0.03%
Yeovil	232	3	3	0	0.04%
Customer Contact Centres	22,441	9	5	4	0.00%
Sales Centre	22,441	30	25	5	0.00%
Finance Centre	22,441	0	0	0	0.00%
Other	22,441	0	0	0	0.00%
TOTAL	22,441	557	481	76	0.08%

Breakdown by Business Area	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Total YTD
Barnstaple	2	0	0	0	0	0	1	3
Birmingham	45	61	66	88	66	59	54	439
Bodmin	0	0	0	1	0	0	0	1
Bristol	15	9	4	5	12	6	19	70
Crawley	30	36	14	9	10	24	17	140
Croydon	31	39	39	39	36	18	34	236
Exeter	10	8	21	8	7	12	25	91
Gloucester	12	9	20	18	24	9	7	99
Hammersmith	14	31	16	13	13	7	7	101
Hemel Hempstead	83	125	78	53	41	35	41	456
Hornsey	38	29	21	24	6	12	32	162
Leicester	2	8	7	14	10	3	4	48
Lincoln	3	6	0	1	4	2	2	18
Liverpool	15	13	13	20	16	17	15	109
Milton Keynes	23	16	14	14	6	9	8	90
Newcastle	30	25	32	21	23	10	18	159
Newmarket	19	12	15	35	15	11	9	116
Newport	65	58	94	69	30	36	49	401
Nottingham	22	28	24	41	17	17	12	161
Oxford	7	7	3	10	3	1	10	41
Peterborough	13	8	12	10	5	2	5	55
Plymouth	4	3	2	1	2	2	5	19
Redruth	0	0	1	0	0	0	2	3
Shrewsbury	6	8	4	3	3	14	2	40
Slough	3	8	6	6	5	2	5	35
Southampton	39	37	35	26	17	13	24	191
Stevenage	8	8	12	3	2	1	2	36
Stockport	50	37	51	30	40	47	27	282
Stoke	13	8	8	10	9	10	7	65
Swindon	6	2	9	11	2	5	5	40
Taunton	1	6	2	1	2	14	6	32
Wednesbury	24	24	38	17	29	21	59	212
Worcester	3	5	0	0	0	0	2	10
Yeovil	3	4	2	3	5	1	3	21
Customer Contact Centres	18	18	14	9	9	4	9	81
Sales Centre	22	26	65	47	44	26	30	260
Finance Centre	2	0	2	1	0	0	0	5
Other	0	0	1	1	0	0	0	2
TOTAL	681	722	745	662	513	450	557	4,330

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	144	121	23	0.64%
Supplies	43	36	7	0.19%
Deliveries (Timeliness)	83	73	10	0.37%
Deliveries (Quality)	192	170	22	0.86%
Claims	42	38	4	0.19%
Communication	5	5	0	0.02%
Documents	38	30	8	0.17%
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	Jun-24	Jul-24	Total YTD
Invoicing	13	10	8	11	5	4	5	56
Returns	192	175	175	148	135	97	144	1,066
Supplies	48	54	90	76	49	36	43	396
Deliveries (Timeliness)	75	111	126	121	86	98	83	700
Deliveries (Quality)	196	216	230	209	163	145	192	1,351
Claims	105	112	70	65	56	41	42	491
Communication	5	1	3	0	1	1	5	16
Documents	29	29	35	26	13	24	38	194
CS Application Support (Vouchers)	18	14	8	6	5	4	5	60
New Customers	0	0	0	0	0	0	0	0

250
200
150
100
50
0