

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	59	53	6	0.12%
Bodmin	141	0	0	0	0.00%
Bristol	694	6	5	1	0.03%
Crawley	809	24	23	1	0.10%
Croydon	941	18	18	0	0.06%
Exeter	494	12	12	0	0.08%
Gloucester	558	9	8	1	0.05%
Hammersmith	712	7	7	0	0.03%
Hemel Hempstead	719	35	32	3	0.16%
Hornsey	802	12	12	0	0.05%
Leicester	604	3	2	1	0.02%
Lincoln	312	2	2	0	0.02%
Liverpool	1,074	17	15	2	0.05%
Milton Keynes	757	9	9	0	0.04%
Newcastle	1,167	10	10	0	0.03%
Newmarket	410	11	11	0	0.09%
Newport	1,030	36	25	11	0.12%
Nottingham	1,014	17	15	2	0.06%
Oxford	581	1	1	0	0.01%
Peterborough	679	2	2	0	0.01%
Plymouth	311	2	2	0	0.02%
Redruth	171	0	0	0	0.00%
Shrewsbury	323	14	14	0	0.14%
Slough	755	2	2	0	0.01%
Southampton	1,134	13	11	2	0.04%
Stevenage	358	1	1	0	0.01%
Stockport	1,604	47	44	3	0.10%
Stoke	448	10	9	1	0.07%
Swindon	345	5	3	2	0.05%
Taunton	306	14	13	1	0.15%
Wednesbury	932	21	21	0	0.08%
Worcester	196	0	0	0	0.00%
Yeovil	232	1	1	0	0.01%
Customer Contact Centres	22,441	4	3	1	0.00%
Sales Centre	22,441	26	22	4	0.00%
Finance Centre	22,441	0	0	0	0.00%
Other	22,441	0	0	0	0.00%
TOTAL	22,441	450	408	42	0.07%

Breakdown by Business Area	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Total YTD
Barnstaple	2	0	0	0	0	0	2
Birmingham	45	61	66	88	66	59	385
Bodmin	0	0	0	1	0	0	1
Bristol	15	9	4	5	12	6	51
Crawley	30	36	14	9	10	24	123
Croydon	31	39	39	39	36	18	202
Exeter	10	8	21	8	7	12	66
Gloucester	12	9	20	18	24	9	92
Hammersmith	14	31	16	13	13	7	94
Hemel Hempstead	83	125	78	53	41	35	415
Hornsey	38	29	21	24	6	12	130
Leicester	2	8	7	14	10	3	44
Lincoln	3	6	0	1	4	2	16
Liverpool	15	13	13	20	16	17	94
Milton Keynes	23	16	14	14	6	9	82
Newcastle	30	25	32	21	23	10	141
Newmarket	19	12	15	35	15	11	107
Newport	65	58	94	69	30	36	352
Nottingham	22	28	24	41	17	17	149
Oxford	7	7	3	10	3	1	31
Peterborough	13	8	12	10	5	2	50
Plymouth	4	3	2	1	2	2	14
Redruth	0	0	1	0	0	0	1
Shrewsbury	6	8	4	3	3	14	38
Slough	3	8	6	6	5	2	30
Southampton	39	37	35	26	17	13	167
Stevenage	8	8	12	3	2	1	34
Stockport	50	37	51	30	40	47	255
Stoke	13	8	8	10	9	10	58
Swindon	6	2	9	11	2	5	35
Taunton	1	6	2	1	2	14	26
Wednesbury	24	24	38	17	29	21	153
Worcester	3	5	0	0	0	0	8
Yeovil	3	4	2	3	5	1	18
Customer Contact Centres	18	18	14	9	9	4	72
Sales Centre	22	26	65	47	44	26	230
Finance Centre	2	0	2	1	0	0	5
Other	0	0	1	1	0	0	2
TOTAL	681	722	745	662	513	450	3,773

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Complaints by Classification Category

Breakdown by Category	Opened	Closed	Open at end of month	% of customer base complained in month
Invoicing	4	4	0	0.02%
Returns	97	86	11	0.43%
Supplies	36	28	8	0.16%
Deliveries (Timeliness)	98	94	4	0.44%
Deliveries (Quality)	145	134	11	0.65%
Claims	41	36	5	0.18%
Communication	1	1	0	0.00%
Documents	24	22	2	0.11%
CS Application Support (Vouchers)	4	3	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	Total YTD
Invoicing	13	10	8	11	5	4	51
Returns	192	175	175	148	135	97	922
Supplies	48	54	90	76	49	36	353
Deliveries (Timeliness)	75	111	126	121	86	98	617
Deliveries (Quality)	196	216	230	209	163	145	1,159
Claims	105	112	70	65	56	41	449
Communication	5	1	3	0	1	1	11
Documents	29	29	35	26	13	24	156
CS Application Support (Vouchers)	18	14	8	6	5	4	55
New Customers	0	0	0	0	0	0	0

160
140
120
100
80
60
40
20
0