

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	19	17	2	0.04%
Bodmin	141	0	0	0	0.00%
Bristol	694	34	25	9	0.16%
Crawley	809	6	6	0	0.02%
Croydon	941	17	17	0	0.06%
Exeter	494	9	9	0	0.06%
Gloucester	558	9	8	1	0.05%
Hammersmith	712	8	7	1	0.04%
Hemel Hempstead	719	16	13	3	0.07%
Hornsey	802	13	13	0	0.05%
Leicester	604	1	1	0	0.01%
Lincoln	312	2	2	0	0.02%
Liverpool	1,074	14	13	1	0.04%
Milton Keynes	757	5	3	2	0.02%
Newcastle	1,167	23	23	0	0.07%
Newmarket	410	5	4	1	0.04%
Newport	1,030	35	26	9	0.11%
Nottingham	1,014	14	14	0	0.05%
Oxford	581	3	3	0	0.02%
Peterborough	679	5	5	0	0.02%
Plymouth	311	3	3	0	0.03%
Redruth	171	3	3	0	0.06%
Shrewsbury	323	9	5	4	0.09%
Slough	755	2	2	0	0.01%
Southampton	1,134	15	13	2	0.04%
Stevenage	358	4	4	0	0.04%
Stockport	1,604	22	21	1	0.05%
Stoke	448	12	8	4	0.09%
Swindon	345	4	1	3	0.04%
Taunton	306	0	0	0	0.00%
Wednesbury	932	59	55	4	0.21%
Worcester	196	1	0	1	0.02%
Yeovil	232	3	3	0	0.04%
Customer Contact Centres	22,441	5	4	1	0.00%
Sales Centre	22,441	21	18	3	0.00%
Finance Centre	22,441	0	0	0	0.00%
Other	22,441	0	0	0	0.00%
TOTAL	22,441	401	349	52	0.06%

Breakdown by Business Area	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Total YTD
Barnstaple	2	0	0	0	0	0	1	0	3
Birmingham	45	61	66	88	66	59	54	19	458
Bodmin	0	0	0	1	0	0	0	0	1
Bristol	15	9	4	5	12	6	19	34	104
Crawley	30	36	14	9	10	24	17	6	146
Croydon	31	39	39	39	36	18	34	17	253
Exeter	10	8	21	8	7	12	25	9	100
Gloucester	12	9	20	18	24	9	7	9	108
Hammersmith	14	31	16	13	13	7	7	8	109
Hemel Hempstead	83	125	78	53	41	35	41	16	472
Hornsey	38	29	21	24	6	12	32	13	175
Leicester	2	8	7	14	10	3	4	1	49
Lincoln	3	6	0	1	4	2	2	2	20
Liverpool	15	13	13	20	16	17	15	14	123
Milton Keynes	23	16	14	14	6	9	8	5	95
Newcastle	30	25	32	21	23	10	18	23	182
Newmarket	19	12	15	35	15	11	9	5	121
Newport	65	58	94	69	30	36	49	35	436
Nottingham	22	28	24	41	17	17	12	14	175
Oxford	7	7	3	10	3	1	10	3	44
Peterborough	13	8	12	10	5	2	5	5	60
Plymouth	4	3	2	1	2	2	5	3	22
Redruth	0	0	1	0	0	0	2	3	6
Shrewsbury	6	8	4	3	3	14	2	9	49
Slough	3	8	6	6	5	2	5	2	37
Southampton	39	37	35	26	17	13	24	15	206
Stevenage	8	8	12	3	2	1	2	4	40
Stockport	50	37	51	30	40	47	27	22	304
Stoke	13	8	8	10	9	10	7	12	77
Swindon	6	2	9	11	2	5	5	4	44
Taunton	1	6	2	1	2	14	6	0	32
Wednesbury	24	24	38	17	29	21	59	59	271
Worcester	3	5	0	0	0	0	2	1	11
Yeovil	3	4	2	3	5	1	3	3	24
Customer Contact Centres	18	18	14	9	9	4	9	5	86
Sales Centre	22	26	65	47	44	26	30	21	281
Finance Centre	2	0	2	1	0	0	0	0	5
Other	0	0	1	1	0	0	0	0	2
TOTAL	681	722	745	662	513	450	557	401	4,731

Customer

Complaints by Classification Category

Breakdown by Category	Opened	Closed	Open at end of month	% of customer base complained in month
Invoicing	1	0	1	0.00%
Returns	110	97	13	0.49%
Supplies	23	19	4	0.10%
Deliveries (Timeliness)	55	51	4	0.25%
Deliveries (Quality)	128	111	17	0.57%
Claims	45	40	5	0.20%
Communication	2	1	1	0.01%
Documents	33	26	7	0.15%
CS Application Support (Vouchers)	4	4	0	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	Aug-24	Total YTD
Invoicing	13	10	8	11	5	4	5	1	57
Returns	192	175	175	148	135	97	144	110	1,176
Supplies	48	54	90	76	49	36	43	23	419
Deliveries (Timeliness)	75	111	126	121	86	98	83	55	755
Deliveries (Quality)	196	216	230	209	163	145	192	128	1,479
Claims	105	112	70	65	56	41	42	45	536
Communication	5	1	3	0	1	1	5	2	18
Documents	29	29	35	26	13	24	38	33	227
CS Application Support (Vouchers)	18	14	8	6	5	4	5	4	64
New Customers	0	0	0	0	0	0	0	0	0

140  
120  
100  
80  
60  
40  
20  
0