

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	47	41	6	0.09%
Bodmin	141	0	0	0	0.00%
Bristol	694	21	12	9	0.10%
Crawley	809	23	22	1	0.09%
Croydon	941	24	24	0	0.09%
Exeter	494	8	7	1	0.05%
Gloucester	558	4	4	0	0.02%
Hammersmith	712	5	4	1	0.02%
Hemel Hempstead	719	30	27	3	0.14%
Hornsey	802	16	15	1	0.07%
Leicester	604	1	1	0	0.01%
Lincoln	312	2	2	0	0.02%
Liverpool	1,074	15	14	1	0.05%
Milton Keynes	757	21	15	6	0.09%
Newcastle	1,167	23	21	2	0.07%
Newmarket	410	14	13	1	0.11%
Newport	1,030	50	43	7	0.16%
Nottingham	1,014	18	18	0	0.06%
Oxford	581	2	2	0	0.01%
Peterborough	679	6	6	0	0.03%
Plymouth	311	5	5	0	0.05%
Redruth	171	1	1	0	0.02%
Shrewsbury	323	4	4	0	0.04%
Slough	755	4	4	0	0.02%
Southampton	1,134	50	49	1	0.15%
Stevenage	358	3	2	1	0.03%
Stockport	1,604	52	49	3	0.11%
Stoke	448	9	9	0	0.07%
Swindon	345	0	0	0	0.00%
Taunton	306	0	0	0	0.00%
Wednesbury	932	17	17	0	0.06%
Worcester	196	2	2	0	0.03%
Yeovil	232	7	5	2	0.10%
Customer Contact Centres	22,441	10	7	3	0.00%
Sales Centre	22,441	48	40	8	0.01%
Finance Centre	22,441	0	0	0	0.00%
Other	22,441	0	0	0	0.00%
TOTAL	22,441	542	485	57	0.08%

Breakdown by Business Area	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Total YTD
Barnstaple	2	0	0	0	0	0	1	0	1	0	0	4
Birmingham	45	61	66	88	66	59	54	19	51	46	47	602
Bodmin	0	0	0	1	0	0	0	0	0	0	0	1
Bristol	15	9	4	5	12	6	19	34	10	21	21	156
Crawley	30	36	14	9	10	24	17	6	19	19	23	207
Croydon	31	39	39	39	36	18	34	17	17	18	24	312
Exeter	10	8	21	8	7	12	25	9	7	10	8	125
Gloucester	12	9	20	18	24	9	7	9	9	7	4	128
Hammersmith	14	31	16	13	13	7	7	8	8	3	5	125
Hemel Hempstead	83	125	78	53	41	35	41	16	20	36	30	558
Hornsey	38	29	21	24	6	12	32	13	11	14	16	216
Leicester	2	8	7	14	10	3	4	1	5	2	1	57
Lincoln	3	6	0	1	4	2	2	2	2	0	2	24
Liverpool	15	13	13	20	16	17	15	14	11	12	15	161
Milton Keynes	23	16	14	14	6	9	8	5	11	22	21	149
Newcastle	30	25	32	21	23	10	18	23	22	18	23	245
Newmarket	19	12	15	35	15	11	9	5	12	13	14	160
Newport	65	58	94	69	30	36	49	35	24	63	50	573
Nottingham	22	28	24	41	17	17	12	14	16	14	18	223
Oxford	7	7	3	10	3	1	10	3	3	5	2	54
Peterborough	13	8	12	10	5	2	5	5	7	8	6	81
Plymouth	4	3	2	1	2	2	5	3	1	0	5	28
Redruth	0	0	1	0	0	0	2	3	2	2	1	11
Shrewsbury	6	8	4	3	3	14	2	9	3	11	4	67
Slough	3	8	6	6	5	2	5	2	4	3	4	48
Southampton	39	37	35	26	17	13	24	15	12	31	50	299
Stevenage	8	8	12	3	2	1	2	4	3	4	3	50
Stockport	50	37	51	30	40	47	27	22	23	47	52	426
Stoke	13	8	8	10	9	10	7	12	11	3	9	100
Swindon	6	2	9	11	2	5	5	4	4	1	0	49
Taunton	1	6	2	1	2	14	6	0	0	0	0	32
Wednesbury	24	24	38	17	29	21	59	59	25	33	17	346
Worcester	3	5	0	0	0	0	2	1	3	3	2	19
Yeovil	3	4	2	3	5	1	3	3	5	5	7	41
Customer Contact Centres	18	18	14	9	9	4	9	5	7	5	10	108
Sales Centre	22	26	65	47	44	26	30	21	12	22	48	363
Finance Centre	2	0	2	1	0	0	0	0	0	0	0	5
Other	0	0	1	1	0	0	0	0	0	3	0	5
TOTAL	681	722	745	662	513	450	557	401	381	504	542	6,158

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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	3	3	0	0.01%
Returns	144	128	16	0.64%
Supplies	56	47	9	0.25%
Deliveries (Timeliness)	75	70	5	0.33%
Deliveries (Quality)	166	153	13	0.74%
Claims	56	48	8	0.25%
Communication	5	5	0	0.02%
Documents	30	25	5	0.13%
CS Application Support (Vouchers)	7	6	1	0.03%
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	Sep-24	Oct-24	Nov-24	Total YTD
Invoicing	13	10	8	11	5	4	5	1	5	5	3	70
Returns	192	175	175	148	135	97	144	110	109	139	128	1,552
Supplies	48	54	90	76	49	36	43	23	15	36	47	517
Deliveries (Timeliness)	75	111	126	121	86	98	83	55	51	97	70	973
Deliveries (Quality)	196	216	230	209	163	145	192	128	126	142	153	1,900
Claims	105	112	70	65	56	41	42	45	42	55	48	681
Communication	5	1	3	0	1	1	5	2	9	4	5	36
Documents	29	29	35	26	13	24	38	33	19	23	25	294
CS Application Support (Vouchers)	18	14	8	6	5	4	5	4	5	3	6	78
New Customers	0	0	0	0	0	0	0	0	0	0	0	0

180
160
140
120
100
80
60
40
20
0