

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	46	38	8	0.09%
Bodmin	141	0	0	0	0.00%
Bristol	694	21	18	3	0.10%
Crawley	809	19	17	2	0.08%
Croydon	941	18	16	2	0.06%
Exeter	494	10	10	0	0.07%
Gloucester	558	7	7	0	0.04%
Hammersmith	712	3	2	1	0.01%
Hemel Hempstead	719	36	30	6	0.17%
Hornsey	802	14	13	1	0.06%
Leicester	604	2	1	1	0.01%
Lincoln	312	0	0	0	0.00%
Liverpool	1,074	12	11	1	0.04%
Milton Keynes	757	22	21	1	0.10%
Newcastle	1,167	18	16	2	0.05%
Newmarket	410	13	11	2	0.11%
Newport	1,030	63	58	5	0.20%
Nottingham	1,014	14	13	1	0.05%
Oxford	581	5	4	1	0.03%
Peterborough	679	8	8	0	0.04%
Plymouth	311	0	0	0	0.00%
Redruth	171	2	1	1	0.04%
Shrewsbury	323	11	8	3	0.11%
Slough	755	3	3	0	0.01%
Southampton	1,134	31	28	3	0.09%
Stevenage	358	4	4	0	0.04%
Stockport	1,604	47	42	5	0.10%
Stoke	448	3	2	1	0.02%
Swindon	345	1	0	1	0.01%
Taunton	306	0	0	0	0.00%
Wednesbury	932	33	33	0	0.12%
Worcester	196	3	2	1	0.05%
Yeovil	232	5	5	0	0.07%
Customer Contact Centres	22,441	5	4	1	0.00%
Sales Centre	22,441	22	16	6	0.00%
Finance Centre	22,441	0	0	0	0.00%
Other	22,441	3	3	0	0.00%
TOTAL	22,441	504	445	59	0.07%

Breakdown by Business Area	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Total YTD
Barnstaple	2	0	0	0	0	0	1	0	1	0	4
Birmingham	45	61	66	88	66	59	54	19	51	46	555
Bodmin	0	0	0	1	0	0	0	0	0	0	1
Bristol	15	9	4	5	12	6	19	34	10	21	135
Crawley	30	36	14	9	10	24	17	6	19	19	184
Croydon	31	39	39	39	36	18	34	17	17	18	288
Exeter	10	8	21	8	7	12	25	9	7	10	117
Gloucester	12	9	20	18	24	9	7	9	9	7	124
Hammersmith	14	31	16	13	13	7	7	8	8	3	120
Hemel Hempstead	83	125	78	53	41	35	41	16	20	36	528
Hornsey	38	29	21	24	6	12	32	13	11	14	200
Leicester	2	8	7	14	10	3	4	1	5	2	56
Lincoln	3	6	0	1	4	2	2	2	2	0	22
Liverpool	15	13	13	20	16	17	15	14	11	12	146
Milton Keynes	23	16	14	14	6	9	8	5	11	22	128
Newcastle	30	25	32	21	23	10	18	23	22	18	222
Newmarket	19	12	15	35	15	11	9	5	12	13	146
Newport	65	58	94	69	30	36	49	35	24	63	523
Nottingham	22	28	24	41	17	17	12	14	16	14	205
Oxford	7	7	3	10	3	1	10	3	3	5	52
Peterborough	13	8	12	10	5	2	5	5	7	8	75
Plymouth	4	3	2	1	2	2	5	3	1	0	23
Redruth	0	0	1	0	0	0	2	3	2	2	10
Shrewsbury	6	8	4	3	3	14	2	9	3	11	63
Slough	3	8	6	6	5	2	5	2	4	3	44
Southampton	39	37	35	26	17	13	24	15	12	31	249
Stevenage	8	8	12	3	2	1	2	4	3	4	47
Stockport	50	37	51	30	40	47	27	22	23	47	374
Stoke	13	8	8	10	9	10	7	12	11	3	91
Swindon	6	2	9	11	2	5	5	4	4	1	49
Taunton	1	6	2	1	2	14	6	0	0	0	32
Wednesbury	24	24	38	17	29	21	59	59	25	33	329
Worcester	3	5	0	0	0	0	2	1	3	3	17
Yeovil	3	4	2	3	5	1	3	3	5	5	34
Customer Contact Centres	18	18	14	9	9	4	9	5	7	5	98
Sales Centre	22	26	65	47	44	26	30	21	12	22	315
Finance Centre	2	0	2	1	0	0	0	0	0	0	5
Other	0	0	1	1	0	0	0	0	0	3	5
TOTAL	681	722	745	662	513	450	557	401	381	504	5,616

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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	5	2	3	0.02%
Returns	139	127	12	0.62%
Supplies	36	26	10	0.16%
Deliveries (Timeliness)	97	88	9	0.43%
Deliveries (Quality)	142	121	21	0.63%
Claims	55	53	2	0.25%
Communication	4	4	0	0.02%
Documents	23	21	2	0.10%
CS Application Support (Vouchers)	3	3	0	0.01%
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	Total YTD
Invoicing	13	10	8	11	5	4	5	1	5	5	67
Returns	192	175	175	148	135	97	144	110	109	139	1,424
Supplies	48	54	90	76	49	36	43	23	15	36	470
Deliveries (Timeliness)	75	111	126	121	86	98	83	55	51	97	903
Deliveries (Quality)	196	216	230	209	163	145	192	128	126	142	1,747
Claims	105	112	70	65	56	41	42	45	42	55	633
Communication	5	1	3	0	1	1	5	2	9	4	31
Documents	29	29	35	26	13	24	38	33	19	23	269
CS Application Support (Vouchers)	18	14	8	6	5	4	5	4	5	3	72
New Customers	0	0	0	0	0	0	0	0	0	0	0

160  
140  
120  
100  
80  
60  
40  
20  
0