

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	51	42	9	0.10%
Bodmin	141	0	0	0	0.00%
Bristol	694	10	8	2	0.05%
Crawley	809	19	14	5	0.08%
Croydon	941	17	15	2	0.06%
Exeter	494	7	4	3	0.05%
Gloucester	558	9	7	2	0.05%
Hammersmith	712	8	6	2	0.04%
Hemel Hempstead	719	20	17	3	0.09%
Hornsey	802	11	11	0	0.05%
Leicester	604	5	5	0	0.03%
Lincoln	312	2	2	0	0.02%
Liverpool	1,074	11	11	0	0.03%
Milton Keynes	757	11	11	0	0.05%
Newcastle	1,167	22	21	1	0.06%
Newmarket	410	12	9	3	0.10%
Newport	1,030	24	19	5	0.08%
Nottingham	1,014	16	12	4	0.05%
Oxford	581	3	3	0	0.02%
Peterborough	679	7	6	1	0.03%
Plymouth	311	1	1	0	0.01%
Redruth	171	2	1	1	0.04%
Shrewsbury	323	3	3	0	0.03%
Slough	755	4	4	0	0.02%
Southampton	1,134	12	8	4	0.04%
Stevenage	358	3	3	0	0.03%
Stockport	1,604	23	16	7	0.05%
Stoke	448	11	10	1	0.08%
Swindon	345	4	3	1	0.04%
Taunton	306	0	0	0	0.00%
Wednesbury	932	25	25	0	0.09%
Worcester	196	3	2	1	0.05%
Yeovil	232	5	5	0	0.07%
Customer Contact Centres	22,441	7	4	3	0.00%
Sales Centre	22,441	12	9	3	0.00%
Finance Centre	22,441	0	0	0	0.00%
Other	22,441	0	0	0	0.00%
TOTAL	22,441	381	318	63	0.06%

Breakdown by Business Area	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Total YTD
Barnstaple	2	0	0	0	0	0	1	0	1	4
Birmingham	45	61	66	88	66	59	54	19	51	509
Bodmin	0	0	0	1	0	0	0	0	0	1
Bristol	15	9	4	5	12	6	19	34	10	114
Crawley	30	36	14	9	10	24	17	6	19	165
Croydon	31	39	39	39	36	18	34	17	17	270
Exeter	10	8	21	8	7	12	25	9	7	107
Gloucester	12	9	20	18	24	9	7	9	9	117
Hammersmith	14	31	16	13	13	7	7	8	8	117
Hemel Hempstead	83	125	78	53	41	35	41	16	20	492
Hornsey	38	29	21	24	6	12	32	13	11	186
Leicester	2	8	7	14	10	3	4	1	5	54
Lincoln	3	6	0	1	4	2	2	2	2	22
Liverpool	15	13	13	20	16	17	15	14	11	134
Milton Keynes	23	16	14	14	6	9	8	5	11	106
Newcastle	30	25	32	21	23	10	18	23	22	204
Newmarket	19	12	15	35	15	11	9	5	12	133
Newport	65	58	94	69	30	36	49	35	24	460
Nottingham	22	28	24	41	17	17	12	14	16	191
Oxford	7	7	3	10	3	1	10	3	3	47
Peterborough	13	8	12	10	5	2	5	5	7	67
Plymouth	4	3	2	1	2	2	5	3	1	23
Redruth	0	0	1	0	0	0	2	3	2	8
Shrewsbury	6	8	4	3	3	14	2	9	3	52
Slough	3	8	6	6	5	2	5	2	4	41
Southampton	39	37	35	26	17	13	24	15	12	218
Stevenage	8	8	12	3	2	1	2	4	3	43
Stockport	50	37	51	30	40	47	27	22	23	327
Stoke	13	8	8	10	9	10	7	12	11	88
Swindon	6	2	9	11	2	5	5	4	4	48
Taunton	1	6	2	1	2	14	6	0	0	32
Wednesbury	24	24	38	17	29	21	59	59	25	296
Worcester	3	5	0	0	0	0	2	1	3	14
Yeovil	3	4	2	3	5	1	3	3	5	29
Customer Contact Centres	18	18	14	9	9	4	9	5	7	93
Sales Centre	22	26	65	47	44	26	30	21	12	293
Finance Centre	2	0	2	1	0	0	0	0	0	5
Other	0	0	1	1	0	0	0	0	0	2
TOTAL	681	722	745	662	513	450	557	401	381	5,112

Customer

Complaints by Classification Category

Breakdown by Category	Opened	Closed	Open at end of month	% of customer base complained in month
Invoicing	5	3	2	0.02%
Returns	109	86	23	0.49%
Supplies	15	12	3	0.07%
Deliveries (Timeliness)	51	49	2	0.23%
Deliveries (Quality)	126	109	17	0.56%
Claims	42	35	7	0.19%
Communication	9	8	1	0.04%
Documents	19	12	7	0.08%
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	Aug-24	Sep-24	Total YTD
Invoicing	13	10	8	11	5	4	5	1	5	62
Returns	192	175	175	148	135	97	144	110	109	1,285
Supplies	48	54	90	76	49	36	43	23	15	434
Deliveries (Timeliness)	75	111	126	121	86	98	83	55	51	806
Deliveries (Quality)	196	216	230	209	163	145	192	128	126	1,605
Claims	105	112	70	65	56	41	42	45	42	578
Communication	5	1	3	0	1	1	5	2	9	27
Documents	29	29	35	26	13	24	38	33	19	246
CS Application Support (Vouchers)	18	14	8	6	5	4	5	4	5	69
New Customers	0	0	0	0	0	0	0	0	0	0

140
120
100
80
60
40
20
0