

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	60	55	5	0.12%
Bodmin	141	1	1	0	0.02%
Bristol	694	17	15	2	0.08%
Crawley	809	29	28	1	0.12%
Croydon	941	28	25	3	0.10%
Exeter	494	7	6	1	0.05%
Gloucester	558	5	4	1	0.03%
Hammersmith	712	5	5	0	0.02%
Hemel Hempstead	719	28	26	2	0.13%
Hornsey	802	10	10	0	0.04%
Leicester	604	1	1	0	0.01%
Lincoln	312	0	0	0	0.00%
Liverpool	1,074	13	13	0	0.04%
Milton Keynes	757	5	5	0	0.02%
Newcastle	1,167	19	19	0	0.05%
Newmarket	410	11	10	1	0.09%
Newport	1,030	40	38	2	0.13%
Nottingham	1,014	19	18	1	0.06%
Oxford	581	9	9	0	0.05%
Peterborough	679	15	14	1	0.07%
Plymouth	311	3	3	0	0.03%
Redruth	171	2	2	0	0.04%
Shrewsbury	323	1	1	0	0.01%
Slough	755	5	5	0	0.02%
Southampton	1,134	26	25	1	0.08%
Stevenage	358	4	2	2	0.04%
Stockport	1,604	39	38	1	0.08%
Stoke	448	6	6	0	0.04%
Swindon	345	1	1	0	0.01%
Taunton	306	0	0	0	0.00%
Wednesbury	932	14	14	0	0.05%
Worcester	196	0	0	0	0.00%
Yeovil	232	1	1	0	0.01%
Customer Contact Centres	22,441	14	8	6	0.00%
Sales Centre	22,441	19	14	5	0.00%
Finance Centre	22,441	1	1	0	0.00%
Other	22,441	1	0	1	0.00%
TOTAL	22,441	459	423	36	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	Nov-24	Dec-24	Total YTD
Barnstaple	2	0	0	0	0	0	1	0	1	0	0	0	4
Birmingham	45	61	66	88	66	59	54	19	51	46	47	60	662
Bodmin	0	0	0	1	0	0	0	0	0	0	0	1	2
Bristol	15	9	4	5	12	6	19	34	10	21	21	17	173
Crawley	30	36	14	9	10	24	17	6	19	19	23	29	236
Croydon	31	39	39	39	36	18	34	17	17	18	24	28	340
Exeter	10	8	21	8	7	12	25	9	7	10	8	7	132
Gloucester	12	9	20	18	24	9	7	9	9	7	4	5	133
Hammersmith	14	31	16	13	13	7	7	8	8	3	5	5	130
Hemel Hempstead	83	125	78	53	41	35	41	16	20	36	30	28	586
Hornsey	38	29	21	24	6	12	32	13	11	14	16	10	226
Leicester	2	8	7	14	10	3	4	1	5	2	1	1	58
Lincoln	3	6	0	1	4	2	2	2	2	0	2	0	24
Liverpool	15	13	13	20	16	17	15	14	11	12	15	13	174
Milton Keynes	23	16	14	14	6	9	8	5	11	22	21	5	154
Newcastle	30	25	32	21	23	10	18	23	22	18	23	19	264
Newmarket	19	12	15	35	15	11	9	5	12	13	14	11	171
Newport	65	58	94	69	30	36	49	35	24	63	50	40	613
Nottingham	22	28	24	41	17	17	12	14	16	14	18	19	242
Oxford	7	7	3	10	3	1	10	3	3	5	2	9	63
Peterborough	13	8	12	10	5	2	5	5	7	8	6	15	96
Plymouth	4	3	2	1	2	2	5	3	1	0	5	3	31
Redruth	0	0	1	0	0	0	2	3	2	2	1	2	13
Shrewsbury	6	8	4	3	3	14	2	9	3	11	4	1	68
Slough	3	8	6	6	5	2	5	2	4	3	4	5	53
Southampton	39	37	35	26	17	13	24	15	12	31	50	26	325
Stevenage	8	8	12	3	2	1	2	4	3	4	3	4	54
Stockport	50	37	51	30	40	47	27	22	23	47	52	39	465
Stoke	13	8	8	10	9	10	7	12	11	3	9	6	106
Swindon	6	2	9	11	2	5	5	4	4	1	0	1	50
Taunton	1	6	2	1	2	14	6	0	0	0	0	0	32
Wednesbury	24	24	38	17	29	21	59	59	25	33	17	14	360
Worcester	3	5	0	0	0	0	2	1	3	3	2	0	19
Yeovil	3	4	2	3	5	1	3	3	5	5	7	1	42
Customer Contact Centres	18	18	14	9	9	4	9	5	7	5	10	14	122
Sales Centre	22	26	65	47	44	26	30	21	12	22	48	19	382
Finance Centre	2	0	2	1	0	0	0	0	0	0	0	1	6
Other	0	0	1	1	0	0	0	0	0	3	0	1	6
TOTAL	681	722	745	662	513	450	557	401	381	504	542	459	6,617

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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	2	2	0	0.01%
Returns	101	97	4	0.45%
Supplies	29	19	10	0.13%
Deliveries (Timeliness)	92	87	5	0.41%
Deliveries (Quality)	132	126	6	0.59%
Claims	67	62	5	0.30%
Communication	4	3	1	0.02%
Documents	22	19	3	0.10%
CS Application Support (Vouchers)	10	8	2	0.04%
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	Dec-24	Total YTD
Invoicing	13	10	8	11	5	4	5	1	5	5	3	2	72
Returns	192	175	175	148	135	97	144	110	109	139	128	101	1,653
Supplies	48	54	90	76	49	36	43	23	15	36	47	29	546
Deliveries (Timeliness)	75	111	126	121	86	98	83	55	51	97	70	92	1,065
Deliveries (Quality)	196	216	230	209	163	145	192	128	126	142	153	132	2,032
Claims	105	112	70	65	56	41	42	45	42	55	48	67	748
Communication	5	1	3	0	1	1	5	2	9	4	5	4	40
Documents	29	29	35	26	13	24	38	33	19	23	25	22	316
CS Application Support (Vouchers)	18	14	8	6	5	4	5	4	5	3	6	10	88
New Customers	0	0	0	0	0	0	0	0	0	0	0	0	0

140
120
100
80
60
40
20
0