

**Complaints by Location**

Breakdown by Business Area	No of Customers	Opened	Closed	Open at end of month	% of complaints vs deliveries made	Breakdown by Business Area	Jan-25	Total YTD
Barnstaple	125	0	0	0	0.00%	Barnstaple	0	0
Birmingham	1,703	59	58	1	0.12%	Birmingham	59	59
Bodmin	141	0	0	0	0.00%	Bodmin	0	0
Bristol	694	13	7	6	0.06%	Bristol	13	13
Crawley	809	23	22	1	0.09%	Crawley	23	23
Croydon	941	22	21	1	0.08%	Croydon	22	22
Exeter	494	13	13	0	0.09%	Exeter	13	13
Gloucester	558	9	8	1	0.05%	Gloucester	9	9
Hammersmith	712	13	12	1	0.06%	Hammersmith	13	13
Hemel Hempstead	719	26	25	1	0.12%	Hemel Hempstead	26	26
Hornsey	802	7	7	0	0.03%	Hornsey	7	7
Leicester	604	0	0	0	0.00%	Leicester	0	0
Lincoln	312	0	0	0	0.00%	Lincoln	0	0
Liverpool	1,074	16	16	0	0.05%	Liverpool	16	16
Milton Keynes	757	4	4	0	0.02%	Milton Keynes	4	4
Newcastle	1,167	18	17	1	0.05%	Newcastle	18	18
Newmarket	410	13	10	3	0.11%	Newmarket	13	13
Newport	1,030	63	61	2	0.20%	Newport	63	63
Nottingham	1,014	17	16	1	0.06%	Nottingham	17	17
Oxford	581	7	7	0	0.04%	Oxford	7	7
Peterborough	679	12	12	0	0.06%	Peterborough	12	12
Plymouth	311	2	2	0	0.02%	Plymouth	2	2
Redruth	171	1	1	0	0.02%	Redruth	1	1
Shrewsbury	323	3	3	0	0.03%	Shrewsbury	3	3
Slough	755	3	3	0	0.01%	Slough	3	3
Southampton	1,134	21	21	0	0.06%	Southampton	21	21
Stevenage	358	1	0	1	0.01%	Stevenage	1	1
Stockport	1,604	65	62	3	0.14%	Stockport	65	65
Stoke	448	10	10	0	0.07%	Stoke	10	10
Swindon	345	2	2	0	0.02%	Swindon	2	2
Taunton	306	0	0	0	0.00%	Taunton	0	0
Wednesbury	932	14	13	1	0.05%	Wednesbury	14	14
Worcester	196	0	0	0	0.00%	Worcester	0	0
Yeovil	232	4	4	0	0.06%	Yeovil	4	4
Customer Contact Centres	22,441	5	4	1	0.00%	Customer Contact Centres	5	5
Sales Centre	22,441	20	18	2	0.00%	Sales Centre	20	20
Finance Centre	22,441	0	0	0	0.00%	Finance Centre	0	0
Other	22,441	0	0	0	0.00%	Other	0	0
<b>TOTAL</b>	<b>22,441</b>	<b>486</b>	<b>459</b>	<b>27</b>	<b>0.07%</b>	<b>TOTAL</b>	<b>486</b>	<b>6,422</b>

Customer

**Complaints by Classification Category**

Breakdown by Category	Opened	Closed	Open at end of month	% of customer base complained in month	Breakdown by Category	Jan-25	Total YTD
Invoicing	4	3	1	0.02%	Invoicing	4	4
Returns	124	120	4	0.55%	Returns	124	124
Supplies	27	25	2	0.12%	Supplies	27	27
Deliveries (Timeliness)	76	71	5	0.34%	Deliveries (Timeliness)	76	76
Deliveries (Quality)	165	157	8	0.74%	Deliveries (Quality)	165	165
Claims	57	53	4	0.25%	Claims	57	57
Communication	3	3	0	0.01%	Communication	3	3
Documents	25	23	2	0.11%	Documents	25	25
CS Application Support (Vouchers)	5	4	1	0.02%	CS Application Support (Vouchers)	5	5
New Customers	0	0	0	0.00%	New Customers	0	0

180  
160  
140  
120  
100  
80  
60  
40  
20  
0