

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	82	80	2	0.16%
Bodmin	141	0	0	0	0.00%
Bristol	694	22	22	0	0.11%
Crawley	809	25	25	0	0.10%
Croydon	941	19	18	1	0.07%
Exeter	494	21	20	1	0.14%
Gloucester	558	11	11	0	0.07%
Hammersmith	712	12	12	0	0.06%
Hemel Hempstead	719	47	45	2	0.22%
Hornsey	802	13	13	0	0.05%
Leicester	604	2	2	0	0.01%
Lincoln	312	7	7	0	0.07%
Liverpool	1,074	21	21	0	0.07%
Milton Keynes	757	13	11	2	0.06%
Newcastle	1,167	26	26	0	0.07%
Newmarket	410	16	16	0	0.13%
Newport	1,030	77	77	0	0.25%
Nottingham	1,014	34	33	1	0.11%
Oxford	581	1	1	0	0.01%
Peterborough	679	7	6	1	0.03%
Plymouth	311	2	2	0	0.02%
Redruth	171	1	1	0	0.02%
Shrewsbury	323	13	13	0	0.13%
Slough	755	18	17	1	0.08%
Southampton	1,134	40	40	0	0.12%
Stevenage	358	5	4	1	0.05%
Stockport	1,604	63	62	1	0.13%
Stoke	448	12	12	0	0.09%
Swindon	345	9	9	0	0.09%
Taunton	306	0	0	0	0.00%
Wednesbury	932	34	33	1	0.12%
Worcester	196	4	4	0	0.07%
Yeovil	232	10	10	0	0.14%
Customer Contact Centres	22,441	12	7	5	0.00%
Sales Centre	22,441	41	36	5	0.01%
Finance Centre	22,441	1	1	0	0.00%
Other	22,441	0	0	0	0.00%
TOTAL	22,441	721	697	24	0.11%

Breakdown by Business Area	Jan-25	Feb-25	Mar-25	Total YTD
Barnstaple	0	0	0	0
Birmingham	59	96	82	237
Bodmin	0	0	0	0
Bristol	13	23	22	58
Crawley	23	32	25	80
Croydon	22	32	19	73
Exeter	13	23	21	57
Gloucester	9	14	11	34
Hammersmith	13	21	12	46
Hemel Hempstead	26	53	47	126
Hornsey	7	11	13	31
Leicester	0	1	2	3
Lincoln	0	2	7	9
Liverpool	16	27	21	64
Milton Keynes	4	13	13	30
Newcastle	18	38	26	82
Newmarket	13	20	16	49
Newport	63	110	77	250
Nottingham	17	28	34	79
Oxford	7	8	1	16
Peterborough	12	15	7	34
Plymouth	2	3	2	7
Redruth	1	2	1	4
Shrewsbury	3	12	13	28
Slough	3	12	18	33
Southampton	21	40	40	101
Stevenage	1	2	5	8
Stockport	65	98	63	226
Stoke	10	18	12	40
Swindon	2	7	9	18
Taunton	0	0	0	0
Wednesbury	14	22	34	70
Worcester	0	1	4	5
Yeovil	4	10	10	24
Customer Contact Centres	5	9	12	26
Sales Centre	20	41	41	102
Finance Centre	0	0	1	1
Other	0	0	0	0
TOTAL	486	844	721	2,051
2024 Total	681	722	745	6,617
2025 v 2024	-28.63%	16.90%	-3.22%	-69.00%

Custor

Complaints by Classification Category

Breakdown by Category	Opened	Closed	Open at end of month	% of customer base complained in month
Invoicing	5	5	0	0.02%
Returns	205	205	0	0.91%
Supplies	46	41	5	0.20%
Deliveries (Timeliness)	104	103	1	0.46%
Deliveries (Quality)	227	216	11	1.01%
Claims	89	88	1	0.40%
Communication	5	3	2	0.02%
Documents	32	30	2	0.14%
CS Application Support (Vouchers)	8	6	2	0.04%
New Customers	0	0	0	0.00%

Breakdown by Category	Jan-25	Feb-25	Mar-25	Total YTD
Invoicing	4	5	5	14
Returns	124	227	205	556
Supplies	27	51	46	124
Deliveries (Timeliness)	76	129	104	309
Deliveries (Quality)	165	265	227	657
Claims	57	109	89	255
Communication	3	4	5	12
Documents	25	46	32	103
CS Application Support (Vouchers)	5	8	8	21
New Customers	0	0	0	0

250

200

150

100

50

0

<<