

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	28	28	0	0.05%
Bodmin	141	0	0	0	0.00%
Bristol	694	16	16	0	0.08%
Crawley	809	12	12	0	0.05%
Croydon	941	16	16	0	0.06%
Exeter	494	8	8	0	0.05%
Gloucester	558	4	4	0	0.02%
Hammersmith	712	7	7	0	0.03%
Hemel Hempstead	719	20	20	0	0.09%
Hornsey	802	1	1	0	0.00%
Leicester	604	3	3	0	0.02%
Lincoln	312	0	0	0	0.00%
Liverpool	1,074	9	9	0	0.03%
Milton Keynes	757	5	5	0	0.02%
Newcastle	1,167	12	12	0	0.03%
Newmarket	410	7	7	0	0.06%
Newport	1,030	18	18	0	0.06%
Nottingham	1,014	12	12	0	0.04%
Oxford	581	1	1	0	0.01%
Peterborough	679	4	4	0	0.02%
Plymouth	311	3	3	0	0.03%
Redruth	171	0	0	0	0.00%
Shrewsbury	323	0	0	0	0.00%
Slough	755	7	7	0	0.03%
Southampton	1,134	13	13	0	0.04%
Stevenage	358	2	2	0	0.02%
Stockport	1,604	25	25	0	0.05%
Stoke	448	4	4	0	0.03%
Swindon	345	5	5	0	0.05%
Taunton	306	0	0	0	0.00%
Wednesbury	932	7	7	0	0.03%
Worcester	196	0	0	0	0.00%
Yeovil	232	2	2	0	0.03%
Customer Contact Centres	22,441	5	5	0	0.00%
Sales Centre	22,441	23	23	0	0.00%
Finance Centre	22,441	0	0	0	0.00%
Other	22,441	0	0	0	0.00%
TOTAL	22,441	279	279	0	0.04%

Breakdown by Business Area	Jan-25	Feb-25	Mar-25	Apr-25	Total YTD
Barnstaple	0	0	0	0	0
Birmingham	59	37	45	14	155
Bodmin	0	0	0	0	0
Bristol	13	10	11	16	50
Crawley	23	9	16	13	61
Croydon	22	11	8	20	61
Exeter	13	10	11	9	43
Gloucester	9	5	6	4	24
Hammersmith	13	8	4	12	37
Hemel Hempstead	26	27	20	4	77
Hornsey	7	4	9	2	22
Leicester	0	1	1	6	8
Lincoln	0	2	5	0	7
Liverpool	16	11	10	11	48
Milton Keynes	4	8	5	8	25
Newcastle	18	20	6	14	58
Newmarket	13	8	8	8	37
Newport	63	48	29	16	156
Nottingham	17	11	23	16	67
Oxford	7	1	0	1	9
Peterborough	12	3	4	7	26
Plymouth	2	1	1	3	7
Redruth	1	1	0	0	2
Shrewsbury	3	9	4	1	17
Slough	3	9	9	7	28
Southampton	21	19	21	16	77
Stevenage	1	1	4	2	8
Stockport	65	33	30	31	159
Stoke	10	8	4	4	26
Swindon	2	5	4	5	16
Taunton	0	0	0	0	0
Wednesbury	14	8	26	9	57
Worcester	0	1	3	1	5
Yeovil	4	6	4	2	16
Customer Contact Centres	5	4	8	2	19
Sales Centre	20	21	20	23	84
Finance Centre	0	0	1	0	1
Other	0	0	0	3	3
TOTAL	486	360	360	290	1,496
2024 Total	681	722	745	662	2,148
2025 v 2024	-28.63%	-50.14%	-51.68%	-56.19%	-30.35%

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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	71	71	0	0.32%
Supplies	18	18	0	0.08%
Deliveries (Timeliness)	38	38	0	0.17%
Deliveries (Quality)	98	98	0	0.44%
Claims	38	38	0	0.17%
Communication	0	0	0	0.00%
Documents	21	21	0	0.09%
CS Application Support (Vouchers)	3	3	0	0.01%
New Customers	0	0	0	0.00%

Breakdown by Category	Jan-25	Feb-25	Mar-25	Apr-25	Total YTD
Invoicing	4	1	4	2	11
Returns	124	103	101	71	399
Supplies	27	24	22	18	91
Deliveries (Timeliness)	76	55	49	38	218
Deliveries (Quality)	165	101	126	97	489
Claims	57	51	38	38	184
Communication	3	1	4	0	8
Documents	25	21	11	21	78
CS Application Support (Vouchers)	5	3	5	3	16
Recycle	0	0	0	1	1

120

100

80

60

40

20

0

0

0

0

0