

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	43	43	0	0.08%
Bodmin	141	0	0	0	0.00%
Bristol	694	13	13	0	0.06%
Crawley	809	14	14	0	0.06%
Croydon	941	17	17	0	0.06%
Exeter	494	5	5	0	0.03%
Gloucester	558	6	6	0	0.04%
Hammersmith	712	4	4	0	0.02%
Hemel Hempstead	719	15	15	0	0.07%
Hornsey	802	6	6	0	0.02%
Leicester	604	0	0	0	0.00%
Lincoln	312	2	2	0	0.02%
Liverpool	1,074	13	13	0	0.04%
Milton Keynes	757	2	2	0	0.01%
Newcastle	1,167	5	5	0	0.01%
Newmarket	410	4	4	0	0.03%
Newport	1,030	41	41	0	0.13%
Nottingham	1,014	12	12	0	0.04%
Oxford	581	1	1	0	0.01%
Peterborough	679	6	6	0	0.03%
Plymouth	311	4	4	0	0.04%
Redruth	171	0	0	0	0.00%
Shrewsbury	323	3	3	0	0.03%
Slough	755	3	3	0	0.01%
Southampton	1,134	10	10	0	0.03%
Stevenage	358	0	0	0	0.00%
Stockport	1,604	20	20	0	0.04%
Stoke	448	5	5	0	0.04%
Swindon	345	3	3	0	0.03%
Taunton	306	0	0	0	0.00%
Wednesbury	932	7	7	0	0.03%
Worcester	196	0	0	0	0.00%
Yeovil	232	7	7	0	0.10%
Customer Contact Centres	22,441	7	7	0	0.00%
Sales Centre	22,441	20	20	0	0.00%
Finance Centre	22,441	0	0	0	0.00%
Other	22,441	0	0	0	0.00%
TOTAL	22,441	298	298	0	0.04%

Breakdown by Business Area	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Total YTD
Barnstaple	0	0	0	0	0	0	0	0
Birmingham	59	37	45	14	38	37	35	265
Bodmin	0	0	0	0	0	0	1	1
Bristol	13	10	11	16	6	7	13	76
Crawley	23	9	16	13	12	16	14	103
Croydon	22	11	8	20	10	20	20	111
Exeter	13	10	11	9	12	6	5	66
Gloucester	9	5	6	4	4	2	7	37
Hammersmith	13	8	4	12	4	7	7	55
Hemel Hempstead	26	27	20	4	24	22	7	130
Hornsey	7	4	9	2	12	12	8	54
Leicester	0	1	1	6	3	0	1	12
Lincoln	0	2	5	0	0	3	2	12
Liverpool	16	11	10	11	34	13	14	109
Milton Keynes	4	8	5	8	3	7	2	37
Newcastle	18	20	6	14	17	12	5	92
Newmarket	13	8	8	8	4	2	7	50
Newport	63	48	29	16	29	25	41	251
Nottingham	17	11	23	16	13	8	15	103
Oxford	7	1	0	1	2	4	2	17
Peterborough	12	3	4	7	1	2	6	35
Plymouth	2	1	1	3	1	1	4	13
Redruth	1	1	0	0	0	0	0	2
Shrewsbury	3	9	4	1	1	1	3	22
Slough	3	9	9	7	5	6	5	44
Southampton	21	19	21	16	16	10	14	117
Stevenage	1	1	4	2	1	1	2	12
Stockport	65	33	30	31	16	18	29	222
Stoke	10	8	4	4	5	1	5	37
Swindon	2	5	4	5	1	3	3	23
Taunton	0	0	0	0	0	0	0	0
Wednesbury	14	8	26	9	6	8	10	81
Worcester	0	1	3	1	1	0	0	6
Yeovil	4	6	4	2	0	2	8	26
Customer Contact Centres	5	4	8	2	9	9	7	44
Sales Centre	20	21	20	23	17	9	21	131
Finance Centre	0	0	1	0	0	0	0	1
Other	0	0	0	3	0	0	0	3
TOTAL	486	360	360	290	307	274	323	2,400
2024 Total	681	722	745	662	513	450	557	2,148
2025 v 2024	-28.63%	-50.14%	-51.68%	-56.19%	-40.16%	-39.11%	-42.01%	11.73%

Complaints by Classification Category

Breakdown by Category	Opened	Closed	Open at end of month	% of customer base complained in month
Invoicing	1	1	0	0.00%
Returns	110	106	4	0.49%
Supplies	28	28	0	0.12%
Deliveries (Timeliness)	29	28	1	0.13%
Deliveries (Quality)	81	77	4	0.36%
Claims	32	31	1	0.14%
Communication	8	8	0	0.04%
Documents	15	15	0	0.07%
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	May-25	Jun-25	Jul-25	Total YTD
Invoicing	4	1	4	2	2	1	1	15
Returns	124	103	101	71	71	89	110	669
Supplies	27	24	22	18	18	15	28	152
Deliveries (Timeliness)	76	55	49	38	37	19	29	303
Deliveries (Quality)	165	101	126	97	116	77	81	763
Claims	57	51	38	38	38	47	32	301
Communication	3	1	4	0	0	3	8	19
Documents	25	21	11	21	20	24	15	137
CS Application Support (Vouchers)	5	3	5	3	3	0	0	19
Recycle	0	0	0	1	1	0	0	2