

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	75	72	3	0.15%
Bodmin	141	0	0	0	0.00%
Bristol	694	13	13	0	0.06%
Crawley	809	28	27	1	0.12%
Croydon	941	30	29	1	0.11%
Exeter	494	18	18	0	0.12%
Gloucester	558	6	6	0	0.04%
Hammersmith	712	11	11	0	0.05%
Hemel Hempstead	719	46	43	3	0.21%
Hornsey	802	24	24	0	0.10%
Leicester	604	3	3	0	0.02%
Lincoln	312	3	3	0	0.03%
Liverpool	1,074	47	45	2	0.15%
Milton Keynes	757	10	10	0	0.04%
Newcastle	1,167	29	29	0	0.08%
Newmarket	410	6	6	0	0.05%
Newport	1,030	54	49	5	0.17%
Nottingham	1,014	21	21	0	0.07%
Oxford	581	6	5	1	0.03%
Peterborough	679	3	3	0	0.01%
Plymouth	311	2	2	0	0.02%
Redruth	171	0	0	0	0.00%
Shrewsbury	323	2	2	0	0.02%
Slough	755	11	11	0	0.05%
Southampton	1,134	26	25	1	0.08%
Stevenage	358	2	2	0	0.02%
Stockport	1,604	34	34	0	0.07%
Stoke	448	6	6	0	0.04%
Swindon	345	4	4	0	0.04%
Taunton	306	0	0	0	0.00%
Wednesbury	932	14	13	1	0.05%
Worcester	196	1	1	0	0.02%
Yeovil	232	2	2	0	0.03%
Customer Contact Centres	22,441	18	18	0	0.00%
Sales Centre	22,441	26	25	1	0.00%
Finance Centre	22,441	0	0	0	0.00%
Other	22,441	0	0	0	0.00%
TOTAL	22,441	581	562	19	0.09%

Breakdown by Business Area	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Total YTD
Barnstaple	0	0	0	0	0	0	0
Birmingham	59	37	45	14	38	37	230
Bodmin	0	0	0	0	0	0	0
Bristol	13	10	11	16	6	7	63
Crawley	23	9	16	13	12	16	89
Croydon	22	11	8	20	10	20	91
Exeter	13	10	11	9	12	6	61
Gloucester	9	5	6	4	4	2	30
Hammersmith	13	8	4	12	4	7	48
Hemel Hempstead	26	27	20	4	24	22	123
Hornsey	7	4	9	2	12	12	46
Leicester	0	1	1	6	3	0	11
Lincoln	0	2	5	0	0	3	10
Liverpool	16	11	10	11	34	13	95
Milton Keynes	4	8	5	8	3	7	35
Newcastle	18	20	6	14	17	12	87
Newmarket	13	8	8	8	4	2	43
Newport	63	48	29	16	29	25	210
Nottingham	17	11	23	16	13	8	88
Oxford	7	1	0	1	2	4	15
Peterborough	12	3	4	7	1	2	29
Plymouth	2	1	1	3	1	1	9
Redruth	1	1	0	0	0	0	2
Shrewsbury	3	9	4	1	1	1	19
Slough	3	9	9	7	5	6	39
Southampton	21	19	21	16	16	10	103
Stevenage	1	1	4	2	1	1	10
Stockport	65	33	30	31	16	18	193
Stoke	10	8	4	4	5	1	32
Swindon	2	5	4	5	1	3	20
Taunton	0	0	0	0	0	0	0
Wednesbury	14	8	26	9	6	8	71
Worcester	0	1	3	1	1	0	6
Yeovil	4	6	4	2	0	2	18
Customer Contact Centres	5	4	8	2	9	9	37
Sales Centre	20	21	20	23	17	9	110
Finance Centre	0	0	1	0	0	0	1
Other	0	0	0	3	0	0	3
TOTAL	486	360	360	290	307	274	2,077
2024 Total	681	722	745	662	513	450	2,148
2025 v 2024	-28.63%	-50.14%	-51.68%	-56.19%	-40.16%	-39.11%	-3.31%

Custor

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	187	181	6	0.83%
Supplies	36	34	2	0.16%
Deliveries (Timeliness)	47	43	4	0.21%
Deliveries (Quality)	168	161	7	0.75%
Claims	88	82	6	0.39%
Communication	7	7	0	0.03%
Documents	41	38	3	0.18%
CS Application Support (Vouchers)	15	15	0	0.07%
New Customers	0	0	0	0.00%

Breakdown by Category	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Total YTD
Invoicing	4	1	4	2	2	1	14
Returns	124	103	101	71	71	89	559
Supplies	27	24	22	18	18	15	124
Deliveries (Timeliness)	76	55	49	38	37	19	274
Deliveries (Quality)	165	101	126	97	116	77	682
Claims	57	51	38	38	38	47	269
Communication	3	1	4	0	0	3	11
Documents	25	21	11	21	20	24	122
CS Application Support (Vouchers)	5	3	5	3	3	0	19
Recycle	0	0	0	1	1	0	2

200
180
160
140
120
100
80
60
40
20
0