

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	38	38	0	0.07%
Bodmin	141	0	0	0	0.00%
Bristol	694	6	6	0	0.03%
Crawley	809	12	12	0	0.05%
Croydon	941	10	10	0	0.04%
Exeter	494	12	12	0	0.08%
Gloucester	558	4	4	0	0.02%
Hammersmith	712	4	4	0	0.02%
Hemel Hempstead	719	24	24	0	0.11%
Hornsey	802	12	12	0	0.05%
Leicester	604	3	3	0	0.02%
Lincoln	312	0	0	0	0.00%
Liverpool	1,074	34	34	0	0.11%
Milton Keynes	757	3	3	0	0.01%
Newcastle	1,167	17	17	0	0.05%
Newmarket	410	4	4	0	0.03%
Newport	1,030	29	29	0	0.09%
Nottingham	1,014	13	13	0	0.04%
Oxford	581	2	2	0	0.01%
Peterborough	679	1	1	0	0.00%
Plymouth	311	1	1	0	0.01%
Redruth	171	0	0	0	0.00%
Shrewsbury	323	1	1	0	0.01%
Slough	755	5	5	0	0.02%
Southampton	1,134	16	16	0	0.05%
Stevenage	358	1	1	0	0.01%
Stockport	1,604	16	16	0	0.03%
Stoke	448	5	5	0	0.04%
Swindon	345	1	1	0	0.01%
Taunton	306	0	0	0	0.00%
Wednesbury	932	6	6	0	0.02%
Worcester	196	1	1	0	0.02%
Yeovil	232	0	0	0	0.00%
Customer Contact Centres	22,441	9	9	0	0.00%
Sales Centre	22,441	17	17	0	0.00%
Finance Centre	22,441	0	0	0	0.00%
Other	22,441	0	0	0	0.00%
TOTAL	22,441	307	307	0	0.05%

Breakdown by Business Area	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Total YTD
Barnstaple	0	0	0	0	0	0
Birmingham	59	37	45	14	38	193
Bodmin	0	0	0	0	0	0
Bristol	13	10	11	16	6	56
Crawley	23	9	16	13	12	73
Croydon	22	11	8	20	10	71
Exeter	13	10	11	9	12	55
Gloucester	9	5	6	4	4	28
Hammersmith	13	8	4	12	4	41
Hemel Hempstead	26	27	20	4	24	101
Hornsey	7	4	9	2	12	34
Leicester	0	1	1	6	3	11
Lincoln	0	2	5	0	0	7
Liverpool	16	11	10	11	34	82
Milton Keynes	4	8	5	8	3	28
Newcastle	18	20	6	14	17	75
Newmarket	13	8	8	8	4	41
Newport	63	48	29	16	29	185
Nottingham	17	11	23	16	13	80
Oxford	7	1	0	1	2	11
Peterborough	12	3	4	7	1	27
Plymouth	2	1	1	3	1	8
Redruth	1	1	0	0	0	2
Shrewsbury	3	9	4	1	1	18
Slough	3	9	9	7	5	33
Southampton	21	19	21	16	16	93
Stevenage	1	1	4	2	1	9
Stockport	65	33	30	31	16	175
Stoke	10	8	4	4	5	31
Swindon	2	5	4	5	1	17
Taunton	0	0	0	0	0	0
Wednesbury	14	8	26	9	6	63
Worcester	0	1	3	1	1	6
Yeovil	4	6	4	2	0	16
Customer Contact Centres	5	4	8	2	9	28
Sales Centre	20	21	20	23	17	101
Finance Centre	0	0	1	0	0	1
Other	0	0	0	3	0	3
TOTAL	486	360	360	290	307	1,803
2024 Total	681	722	745	662	513	2,148
2025 v 2024	-28.63%	-50.14%	-51.68%	-56.19%	-40.16%	-16.06%

Custor

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	98	98	0	0.44%
Supplies	21	21	0	0.09%
Deliveries (Timeliness)	28	28	0	0.12%
Deliveries (Quality)	91	91	0	0.41%
Claims	41	41	0	0.18%
Communication	4	4	0	0.02%
Documents	17	17	0	0.08%
CS Application Support (Vouchers)	7	7	0	0.03%
New Customers	0	0	0	0.00%

Breakdown by Category	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Total YTD
Invoicing	4	1	4	2	2	13
Returns	124	103	101	71	71	470
Supplies	27	24	22	18	18	109
Deliveries (Timeliness)	76	55	49	38	37	255
Deliveries (Quality)	165	101	126	97	116	605
Claims	57	51	38	38	38	222
Communication	3	1	4	0	0	8
Documents	25	21	11	21	20	98
CS Application Support (Vouchers)	5	3	5	3	3	19
Recycle	0	0	0	1	1	2

120

100

80

60

40

20

0

%