

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	67	67	0	0.13%
Bodmin	141	0	0	0	0.00%
Bristol	694	15	15	0	0.07%
Crawley	809	25	25	0	0.10%
Croydon	941	17	17	0	0.06%
Exeter	494	1	1	0	0.01%
Gloucester	558	6	6	0	0.04%
Hammersmith	712	3	3	0	0.01%
Hemel Hempstead	719	26	26	0	0.12%
Hornsey	802	9	9	0	0.04%
Leicester	604	5	5	0	0.03%
Lincoln	312	1	1	0	0.01%
Liverpool	1,074	12	12	0	0.04%
Milton Keynes	757	2	2	0	0.01%
Newcastle	1,167	17	17	0	0.05%
Newmarket	410	13	13	0	0.11%
Newport	1,030	35	35	0	0.11%
Nottingham	1,014	15	15	0	0.05%
Oxford	581	1	1	0	0.01%
Peterborough	679	16	16	0	0.08%
Plymouth	311	3	3	0	0.03%
Redruth	171	4	4	0	0.08%
Shrewsbury	323	3	3	0	0.03%
Slough	755	0	0	0	0.00%
Southampton	1,134	18	18	0	0.05%
Stevenage	358	3	3	0	0.03%
Stockport	1,604	33	33	0	0.07%
Stoke	448	9	9	0	0.07%
Swindon	345	4	4	0	0.04%
Taunton	306	0	0	0	0.00%
Wednesbury	932	13	13	0	0.05%
Worcester	196	3	3	0	0.05%
Yeovil	232	2	2	0	0.03%
Customer Contact Centres	22,441	2	2	0	0.00%
Sales Centre	22,441	13	13	0	0.00%
Finance Centre	22,441	0	0	0	0.00%
Other	22,441	0	0	0	0.00%
TOTAL	22,441	396	396	0	0.06%

Breakdown by Business Area	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Total YTD
Barnstaple	0	0	0	0	0	0	0	0	0	0	0	0
Birmingham	59	37	45	14	38	37	34	28	31	39	56	362
Bodmin	0	0	0	0	0	0	1	1	0	0	0	2
Bristol	13	10	11	16	6	7	13	11	17	15	16	119
Crawley	23	9	16	13	12	16	14	15	12	15	29	145
Croydon	22	11	8	20	10	20	20	19	22	29	24	181
Exeter	13	10	11	9	12	6	5	4	2	0	1	72
Gloucester	9	5	6	4	4	2	7	6	4	5	6	52
Hammersmith	13	8	4	12	4	7	7	13	11	10	6	89
Hemel Hempstead	26	27	20	4	24	22	7	9	2	10	4	151
Hornsey	7	4	9	2	12	12	8	7	8	11	12	80
Leicester	0	1	1	6	3	0	2	2	1	4	8	20
Lincoln	0	2	5	0	0	3	2	1	5	1	1	19
Liverpool	16	11	10	11	34	13	15	16	24	24	13	174
Milton Keynes	4	8	5	8	3	7	2	9	3	5	3	54
Newcastle	18	20	6	14	17	12	5	11	7	8	17	118
Newmarket	13	8	8	8	4	2	8	7	8	6	13	72
Newport	63	48	29	16	29	25	41	31	42	35	36	359
Nottingham	17	11	23	16	13	8	15	3	24	21	15	151
Oxford	7	1	0	1	2	4	2	3	2	9	3	31
Peterborough	12	3	4	7	1	2	6	1	6	8	19	50
Plymouth	2	1	1	3	1	1	4	2	1	0	3	16
Redruth	1	1	0	0	0	0	0	0	1	2	4	5
Shrewsbury	3	9	4	1	1	1	3	0	2	7	9	31
Slough	3	9	9	7	5	6	5	6	0	6	2	56
Southampton	21	19	21	16	16	10	14	9	20	15	20	161
Stevenage	1	1	4	2	1	1	2	2	6	3	5	23
Stockport	65	33	30	31	16	18	30	20	30	34	37	307
Stoke	10	8	4	4	5	1	5	1	1	3	9	42
Swindon	2	5	4	5	1	3	3	2	4	5	4	34
Taunton	0	0	0	0	0	0	0	0	0	0	0	0
Wednesbury	14	8	26	9	6	8	10	12	14	13	16	120
Worcester	0	1	3	1	1	0	0	4	4	4	3	18
Yeovil	4	6	4	2	0	2	8	0	2	2	2	30
Customer Contact Centres	5	4	8	2	9	9	0	0	0	0	0	37
Sales Centre	20	21	20	23	17	9	0	0	0	0	0	110
Finance Centre	0	0	1	0	0	0	0	0	0	0	0	1
Other	0	0	0	3	0	0	0	0	0	0	0	3
TOTAL	486	360	360	290	307	274	298	255	316	349	396	3,295
2024 Total	681	722	745	662	513	450	569	408	385	504	542	8,981
2025 v 2024	-28.63%	-50.14%	-51.68%	-56.19%	-40.16%	-39.11%	-47.63%	-37.50%	-17.92%	-30.75%	-26.94%	-9

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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	1	1	0	0.00%
Returns	118	118	0	0.53%
Supplies	17	17	0	0.08%
Deliveries (Timeliness)	64	64	0	0.29%
Deliveries (Quality)	115	115	0	0.51%
Claims	62	62	0	0.28%
Communication	3	3	0	0.01%
Documents	16	16	0	0.07%
CS Application Support (Vouchers)	0	0	0	0.00%
Closures	0	0	0	0.00%

Breakdown by Category	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Total YTD
Invoicing	4	1	4	2	2	1	1	3	5	4	1	23
Returns	124	103	101	71	71	88	106	79	112	101	118	855
Supplies	27	24	22	18	18	15	28	26	21	12	17	199
Deliveries (Timeliness)	76	55	49	38	37	19	28	17	37	50	64	356
Deliveries (Quality)	165	101	126	97	116	77	77	74	105	120	115	938
Claims	57	51	38	38	38	47	31	32	13	45	62	345
Communication	3	1	4	0	0	3	8	7	2	0	3	28
Documents	25	21	11	21	20	24	15	11	16	14	16	164
CS Application Support (Vouchers)	5	3	5	3	3	0	0	0	0	0	0	19
Closures	0	0	0	1	1	0	1	0	0	1	0	3

140
120
100
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