

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	53	52	1	0.10%
Bodmin	141	0	0	0	0.00%
Bristol	694	15	13	2	0.07%
Crawley	809	14	14	0	0.06%
Croydon	941	27	24	3	0.10%
Exeter	494	0	0	0	0.00%
Gloucester	558	4	4	0	0.02%
Hammersmith	712	8	8	0	0.04%
Hemel Hempstead	719	27	25	2	0.13%
Hornsey	802	7	7	0	0.03%
Leicester	604	4	4	0	0.02%
Lincoln	312	1	1	0	0.01%
Liverpool	1,074	21	21	0	0.07%
Milton Keynes	757	2	2	0	0.01%
Newcastle	1,167	6	6	0	0.02%
Newmarket	410	2	2	0	0.02%
Newport	1,030	35	35	0	0.11%
Nottingham	1,014	19	18	1	0.06%
Oxford	581	8	8	0	0.05%
Peterborough	679	8	8	0	0.04%
Plymouth	311	0	0	0	0.00%
Redruth	171	1	1	0	0.02%
Shrewsbury	323	6	6	0	0.06%
Slough	755	5	4	1	0.02%
Southampton	1,134	12	10	2	0.04%
Stevenage	358	2	2	0	0.02%
Stockport	1,604	28	28	0	0.06%
Stoke	448	2	1	1	0.01%
Swindon	345	5	5	0	0.05%
Taunton	306	0	0	0	0.00%
Wednesbury	932	11	10	1	0.04%
Worcester	196	3	2	1	0.05%
Yeovil	232	2	2	0	0.03%
Customer Contact Centres	22,441	2	2	0	0.00%
Sales Centre	22,441	9	9	0	0.00%
Finance Centre	22,441	0	0	0	0.00%
Other	22,441	0	0	0	0.00%
TOTAL	22,441	349	334	15	0.05%

Breakdown by Business Area	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Total YTD
Barnstaple	0	0	0	0	0	0	0	0	0	0	0
Birmingham	59	37	45	14	38	37	34	28	31	39	362
Bodmin	0	0	0	0	0	0	1	1	0	0	2
Bristol	13	10	11	16	6	7	13	11	17	15	119
Crawley	23	9	16	13	12	16	14	15	12	15	145
Croydon	22	11	8	20	10	20	20	19	22	29	181
Exeter	13	10	11	9	12	6	5	4	2	0	72
Gloucester	9	5	6	4	4	2	7	6	4	5	52
Hammersmith	13	8	4	12	4	7	7	13	11	10	89
Hemel Hempstead	26	27	20	4	24	22	7	9	2	10	151
Hornsey	7	4	9	2	12	12	8	7	8	11	80
Leicester	0	1	1	6	3	0	2	2	1	4	20
Lincoln	0	2	5	0	0	3	2	1	5	1	19
Liverpool	16	11	10	11	34	13	15	16	24	24	174
Milton Keynes	4	8	5	8	3	7	2	9	3	5	54
Newcastle	18	20	6	14	17	12	5	11	7	8	118
Newmarket	13	8	8	8	4	2	8	7	8	6	72
Newport	63	48	29	16	29	25	41	31	42	35	359
Nottingham	17	11	23	16	13	8	15	3	24	21	151
Oxford	7	1	0	1	2	4	2	3	2	9	31
Peterborough	12	3	4	7	1	2	6	1	6	8	50
Plymouth	2	1	1	3	1	1	4	2	1	0	16
Redruth	1	1	0	0	0	0	0	0	1	2	5
Shrewsbury	3	9	4	1	1	1	3	0	2	7	31
Slough	3	9	9	7	5	6	5	6	0	6	56
Southampton	21	19	21	16	16	10	14	9	20	15	161
Stevenage	1	1	4	2	1	1	2	2	6	3	23
Stockport	65	33	30	31	16	18	30	20	30	34	307
Stoke	10	8	4	4	5	1	5	1	1	3	42
Swindon	2	5	4	5	1	3	3	2	4	5	34
Taunton	0	0	0	0	0	0	0	0	0	0	0
Wednesbury	14	8	26	9	6	8	10	12	14	13	120
Worcester	0	1	3	1	1	0	0	4	4	4	18
Yeovil	4	6	4	2	0	2	8	0	2	2	30
Customer Contact Centres	5	4	8	2	9	9	0	0	0	0	37
Sales Centre	20	21	20	23	17	9	0	0	0	0	110
Finance Centre	0	0	1	0	0	0	0	0	0	0	1
Other	0	0	0	3	0	0	0	0	0	0	3
TOTAL	486	360	360	290	307	274	298	255	316	349	3,295
2024 Total	681	722	745	662	513	450	569	408	385		7,935
2025 v 2024	-28.63%	-50.14%	-51.68%	-56.19%	-40.16%	-39.11%	-47.63%	-37.50%	-17.92%	#DIV/0!	#DIV/0!

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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	4	3	1	0.02%
Returns	101	97	4	0.45%
Supplies	12	11	1	0.05%
Deliveries (Timeliness)	50	50	0	0.22%
Deliveries (Quality)	120	112	8	0.53%
Claims	45	44	1	0.20%
Communication	0	0	0	0.00%
Documents	14	14	0	0.06%
CS Application Support (Vouchers)	0	0	0	0.00%
Closures	1	1	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	Total YTD
Invoicing	4	1	4	2	2	1	1	3	5	4	23
Returns	124	103	101	71	71	88	106	79	112	101	855
Supplies	27	24	22	18	18	15	28	26	21	12	199
Deliveries (Timeliness)	76	55	49	38	37	19	28	17	37	50	356
Deliveries (Quality)	165	101	126	97	116	77	77	74	105	120	938
Claims	57	51	38	38	38	47	31	32	13	45	345
Communication	3	1	4	0	0	3	8	7	2	0	28
Documents	25	21	11	21	20	24	15	11	16	14	164
CS Application Support (Vouchers)	5	3	5	3	3	0	0	0	0	0	19
Closures	0	0	0	1	1	0	1	0	0	1	3

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120
100
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