

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	41	40	1	0.08%
Bodmin	141	0	0	0	0.00%
Bristol	694	15	15	0	0.07%
Crawley	809	11	11	0	0.05%
Croydon	941	20	20	0	0.07%
Exeter	494	2	2	0	0.01%
Gloucester	558	3	3	0	0.02%
Hammersmith	712	7	7	0	0.03%
Hemel Hempstead	719	10	9	1	0.05%
Hornsey	802	6	6	0	0.02%
Leicester	604	1	1	0	0.01%
Lincoln	312	3	3	0	0.03%
Liverpool	1,074	21	20	1	0.07%
Milton Keynes	757	2	2	0	0.01%
Newcastle	1,167	7	7	0	0.02%
Newmarket	410	8	8	0	0.07%
Newport	1,030	44	43	1	0.14%
Nottingham	1,014	15	14	1	0.05%
Oxford	581	2	2	0	0.01%
Peterborough	679	5	5	0	0.02%
Plymouth	311	1	1	0	0.01%
Redruth	171	0	0	0	0.00%
Shrewsbury	323	2	2	0	0.02%
Slough	755	0	0	0	0.00%
Southampton	1,134	19	19	0	0.06%
Stevenage	358	3	3	0	0.03%
Stockport	1,604	26	26	0	0.05%
Stoke	448	0	0	0	0.00%
Swindon	345	2	2	0	0.02%
Taunton	306	0	0	0	0.00%
Wednesbury	932	12	12	0	0.04%
Worcester	196	4	4	0	0.07%
Yeovil	232	2	2	0	0.03%
Customer Contact Centres	22,441	5	5	0	0.00%
Sales Centre	22,441	16	13	3	0.00%
Finance Centre	22,441	1	1	0	0.00%
Other	22,441	0	0	0	0.00%
TOTAL	22,441	316	308	8	0.05%

Breakdown by Business Area	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Total YTD
Barnstaple	0	0	0	0	0	0	0	0	0	0
Birmingham	59	37	45	14	38	37	34	28	31	323
Bodmin	0	0	0	0	0	0	1	1	0	2
Bristol	13	10	11	16	6	7	13	11	17	104
Crawley	23	9	16	13	12	16	14	15	12	130
Croydon	22	11	8	20	10	20	20	19	22	152
Exeter	13	10	11	9	12	6	5	4	2	72
Gloucester	9	5	6	4	4	2	7	6	4	47
Hammersmith	13	8	4	12	4	7	7	13	11	79
Hemel Hempstead	26	27	20	4	24	22	7	9	2	141
Hornsey	7	4	9	2	12	12	8	7	8	69
Leicester	0	1	1	6	3	0	2	2	1	16
Lincoln	0	2	5	0	0	3	2	1	5	18
Liverpool	16	11	10	11	34	13	15	16	24	150
Milton Keynes	4	8	5	8	3	7	2	9	3	49
Newcastle	18	20	6	14	17	12	5	11	7	110
Newmarket	13	8	8	8	4	2	8	7	8	66
Newport	63	48	29	16	29	25	41	31	42	324
Nottingham	17	11	23	16	13	8	15	3	24	130
Oxford	7	1	0	1	2	4	2	3	2	22
Peterborough	12	3	4	7	1	2	6	1	6	42
Plymouth	2	1	1	3	1	1	4	2	1	16
Redruth	1	1	0	0	0	0	0	0	1	3
Shrewsbury	3	9	4	1	1	1	3	0	2	24
Slough	3	9	9	7	5	6	5	6	0	50
Southampton	21	19	21	16	16	10	14	9	20	146
Stevenage	1	1	4	2	1	1	2	2	6	20
Stockport	65	33	30	31	16	18	30	20	30	273
Stoke	10	8	4	4	5	1	5	1	1	39
Swindon	2	5	4	5	1	3	3	2	4	29
Taunton	0	0	0	0	0	0	0	0	0	0
Wednesbury	14	8	26	9	6	8	10	12	14	107
Worcester	0	1	3	1	1	0	0	4	4	14
Yeovil	4	6	4	2	0	2	8	0	2	28
Customer Contact Centres	5	4	8	2	9	9	0	0	0	37
Sales Centre	20	21	20	23	17	9	0	0	0	110
Finance Centre	0	0	1	0	0	0	0	0	0	1
Other	0	0	0	3	0	0	0	0	0	3
TOTAL	486	360	360	290	307	274	298	255	316	2,946
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%	-9

Complaints by Classification Category

Breakdown by Category	Opened	Closed	Open at end of month	% of customer base complained in month
Invoicing	5	4	1	0.02%
Returns	112	111	1	0.50%
Supplies	21	17	4	0.09%
Deliveries (Timeliness)	37	37	0	0.16%
Deliveries (Quality)	105	103	2	0.47%
Claims	13	13	0	0.06%
Communication	2	2	0	0.01%
Documents	16	16	0	0.07%
CS Application Support (Vouchers)	0	0	0	0.00%
New Customers	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	Total YTD
Invoicing	4	1	4	2	2	1	1	3	5	23
Returns	124	103	101	71	71	88	106	79	112	855
Supplies	27	24	22	18	18	15	28	26	21	199
Deliveries (Timeliness)	76	55	49	38	37	19	28	17	37	356
Deliveries (Quality)	165	101	126	97	116	77	77	74	105	938
Claims	57	51	38	38	38	47	31	32	13	345
Communication	3	1	4	0	0	3	8	7	2	28
Documents	25	21	11	21	20	24	15	11	16	164
CS Application Support (Vouchers)	5	3	5	3	3	0	0	0	0	19
Recycle	0	0	0	1	1	0	0	0	0	2