

Complaints by Location

Breakdown by Business Area	No of Customers	Opened	Closed	Open at end of month	% of complaints vs deliveries made
Barnstaple	125	1	1	0	0.03%
Birmingham	1,703	29	29	0	0.06%
Bodmin	141	0	0	0	0.00%
Bristol	694	11	11	0	0.05%
Crawley	809	16	16	0	0.07%
Croydon	941	17	17	0	0.06%
Exeter	494	3	3	0	0.02%
Gloucester	558	3	3	0	0.02%
Hammersmith	712	5	5	0	0.02%
Hemel Hempstead	719	9	9	0	0.04%
Hornsey	802	14	14	0	0.06%
Leicester	604	2	2	0	0.01%
Lincoln	312	5	5	0	0.05%
Liverpool	1,074	11	11	0	0.03%
Milton Keynes	757	0	0	0	0.00%
Newcastle	1,167	15	15	0	0.04%
Newmarket	410	5	5	0	0.04%
Newport	1,030	33	33	0	0.11%
Nottingham	1,014	19	19	0	0.06%
Oxford	581	7	7	0	0.04%
Peterborough	679	6	6	0	0.03%
Plymouth	311	1	1	0	0.01%
Redruth	171	2	2	0	0.04%
Shrewsbury	323	1	1	0	0.01%
Slough	755	3	3	0	0.01%
Southampton	1,134	10	10	0	0.03%
Stevenage	358	2	2	0	0.02%
Stockport	1,604	32	32	0	0.07%
Stoke	448	4	4	0	0.03%
Swindon	345	3	3	0	0.03%
Taunton	306	0	0	0	0.00%
Wednesbury	932	8	8	0	0.03%
Worcester	196	4	4	0	0.07%
Yeovil	232	1	1	0	0.01%
Customer Contact Centres	22,441	3	3	0	0.00%
Sales Centre	22,441	8	8	0	0.00%
Finance Centre	22,441	0	0	0	0.00%
Other	22,441	0	0	0	0.00%
<b>TOTAL</b>	<b>22,441</b>	<b>293</b>	<b>293</b>	<b>0</b>	<b>0.04%</b>

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	Dec-25	Total YTD
Barnstaple	0	0	0	0	0	0	0	0	0	0	0	0	0
Birmingham	59	37	45	14	38	37	34	28	31	39	56	26	362
Bodmin	0	0	0	0	0	0	1	1	0	0	0	0	2
Bristol	13	10	11	16	6	7	13	11	17	15	16	13	119
Crawley	23	9	16	13	12	16	14	15	12	15	29	17	145
Croydon	22	11	8	20	10	20	20	19	22	29	24	17	181
Exeter	13	10	11	9	12	6	5	4	2	0	1	5	72
Gloucester	9	5	6	4	4	2	7	6	4	5	6	3	52
Hammersmith	13	8	4	12	4	7	7	13	11	10	6	6	89
Hemel Hempstead	26	27	20	4	24	22	7	9	2	10	4	6	151
Hornsey	7	4	9	2	12	12	8	7	8	11	12	15	80
Leicester	0	1	1	6	3	0	2	2	1	4	8	2	20
Lincoln	0	2	5	0	0	3	2	1	5	1	1	5	19
Liverpool	16	11	10	11	34	13	15	16	24	24	13	14	174
Milton Keynes	4	8	5	8	3	7	2	9	3	5	3	0	54
Newcastle	18	20	6	14	17	12	5	11	7	8	17	15	118
Newmarket	13	8	8	8	4	2	8	7	8	6	13	6	72
Newport	63	48	29	16	29	25	41	31	42	35	36	31	359
Nottingham	17	11	23	16	13	8	15	3	24	21	15	21	151
Oxford	7	1	0	1	2	4	2	3	2	9	3	7	31
Peterborough	12	3	4	7	1	2	6	1	6	8	19	7	50
Plymouth	2	1	1	3	1	1	4	2	1	0	3	1	16
Redruth	1	1	0	0	0	0	0	0	1	2	4	2	5
Shrewsbury	3	9	4	1	1	1	3	0	2	7	9	1	31
Slough	3	9	9	7	5	6	5	6	0	6	2	4	56
Southampton	21	19	21	16	16	10	14	9	20	15	20	11	161
Stevenage	1	1	4	2	1	1	2	2	6	3	5	3	23
Stockport	65	33	30	31	16	18	30	20	30	34	37	33	307
Stoke	10	8	4	4	5	1	5	1	1	3	9	4	42
Swindon	2	5	4	5	1	3	3	2	4	5	4	3	34
Taunton	0	0	0	0	0	0	0	0	0	0	0	0	0
Wednesbury	14	8	26	9	6	8	10	12	14	13	16	9	120
Worcester	0	1	3	1	1	0	0	4	4	4	3	4	18
Yeovil	4	6	4	2	0	2	8	0	2	2	2	1	30
Customer Contact Centres	5	4	8	2	9	9	0	0	0	0	0	0	37
Sales Centre	20	21	20	23	17	9	0	0	0	0	0	0	110
Finance Centre	0	0	1	0	0	0	0	0	0	0	0	0	1
Other	0	0	0	3	0	0	0	0	0	0	0	0	3
<b>TOTAL</b>	<b>486</b>	<b>360</b>	<b>360</b>	<b>290</b>	<b>307</b>	<b>274</b>	<b>298</b>	<b>255</b>	<b>316</b>	<b>349</b>	<b>396</b>	<b>293</b>	<b>3,295</b>
2024 Total	681	722	745	662	513	450	569	408	385	504	542	459	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%	-36.17%	-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	0	0	0	0.00%
Returns	93	93	0	0.41%
Supplies	13	13	0	0.06%
Deliveries (Timeliness)	43	43	0	0.19%
Deliveries (Quality)	86	86	0	0.38%
Claims	31	31	0	0.14%
Communication	5	5	0	0.02%
Documents	21	21	0	0.09%
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	Dec-25	Total YTD
Invoicing	4	1	4	2	2	1	1	3	5	4	1	0	23
Returns	124	103	101	71	71	88	106	79	112	101	118	93	855
Supplies	27	24	22	18	18	15	28	26	21	12	17	13	199
Deliveries (Timeliness)	76	55	49	38	37	19	28	17	37	50	64	43	356
Deliveries (Quality)	165	101	126	97	116	77	77	74	105	120	115	86	938
Claims	57	51	38	38	38	47	31	32	13	45	62	31	345
Communication	3	1	4	0	0	3	8	7	2	0	3	5	28
Documents	25	21	11	21	20	24	15	11	16	14	16	21	164
CS Application Support (Vouchers)	5	3	5	3	3	0	0	0	0	0	0	0	19
Closures	0	0	0	1	1	0	1	0	0	1	0	0	3

100  
90  
80  
70  
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