

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	24	24	0	0.05%
Bodmin	141	0	0	0	0.00%
Bristol	694	5	5	0	0.02%
Crawley	809	12	12	0	0.05%
Croydon	941	26	26	0	0.09%
Exeter	494	4	4	0	0.03%
Gloucester	558	32	32	0	0.19%
Hammersmith	712	2	2	0	0.01%
Hemel Hempstead	719	17	17	0	0.08%
Hornsey	802	4	4	0	0.02%
Leicester	604	2	2	0	0.01%
Lincoln	312	0	0	0	0.00%
Liverpool	1,074	8	8	0	0.02%
Milton Keynes	757	9	9	0	0.04%
Newcastle	1,167	2	2	0	0.01%
Newmarket	410	1	1	0	0.01%
Newport	1,030	34	34	0	0.11%
Nottingham	1,014	4	4	0	0.01%
Oxford	581	1	1	0	0.01%
Peterborough	679	5	5	0	0.02%
Plymouth	311	0	0	0	0.00%
Redruth	171	1	1	0	0.02%
Shrewsbury	323	0	0	0	0.00%
Slough	755	1	1	0	0.00%
Southampton	1,134	43	43	0	0.13%
Stevenage	358	1	1	0	0.01%
Stockport	1,604	12	12	0	0.02%
Stoke	448	0	0	0	0.00%
Swindon	345	2	2	0	0.02%
Wednesbury	932	10	10	0	0.04%
Worcester	196	1	1	0	0.02%
Yeovil	232	2	2	0	0.03%
Customer Contact Centres	22,135	5	5	0	0.00%
Sales Centre	22,135	1	1	0	0.00%
Finance Centre	22,135	1	1	0	0.00%
Other	22,135	0	0	0	0.00%
TOTAL	22,135	272	272	0	0.04%

Breakdown by Business Area	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26	Nov-26	Dec-26	Total YTD
Barnstaple	0	0	0	0	0	0	0	0	0	0	0	0	0
Birmingham	29	18	0	0	0	0	0	0	0	0	0	0	47
Bodmin	1	0	0	0	0	0	0	0	0	0	0	0	1
Bristol	14	5	0	0	0	0	0	0	0	0	0	0	19
Crawley	29	14	0	0	0	0	0	0	0	0	0	0	43
Croydon	13	26	0	0	0	0	0	0	0	0	0	0	39
Exeter	7	4	0	0	0	0	0	0	0	0	0	0	11
Gloucester	8	34	0	0	0	0	0	0	0	0	0	0	42
Hammersmith	4	2	0	0	0	0	0	0	0	0	0	0	6
Hemel Hempstead	7	12	0	0	0	0	0	0	0	0	0	0	19
Hornsey	10	8	0	0	0	0	0	0	0	0	0	0	18
Leicester	2	3	0	0	0	0	0	0	0	0	0	0	5
Lincoln	0	0	0	0	0	0	0	0	0	0	0	0	0
Liverpool	11	8	0	0	0	0	0	0	0	0	0	0	19
Milton Keynes	6	9	0	0	0	0	0	0	0	0	0	0	15
Newcastle	6	2	0	0	0	0	0	0	0	0	0	0	8
Newmarket	9	1	0	0	0	0	0	0	0	0	0	0	10
Newport	36	31	0	0	0	0	0	0	0	0	0	0	67
Nottingham	19	5	0	0	0	0	0	0	0	0	0	0	24
Oxford	2	1	0	0	0	0	0	0	0	0	0	0	3
Peterborough	8	5	0	0	0	0	0	0	0	0	0	0	13
Plymouth	0	0	0	0	0	0	0	0	0	0	0	0	0
Redruth	1	1	0	0	0	0	0	0	0	0	0	0	2
Shrewsbury	8	0	0	0	0	0	0	0	0	0	0	0	8
Slough	4	2	0	0	0	0	0	0	0	0	0	0	6
Southampton	38	45	0	0	0	0	0	0	0	0	0	0	83
Stevenage	3	3	0	0	0	0	0	0	0	0	0	0	6
Stockport	37	17	0	0	0	0	0	0	0	0	0	0	54
Stoke	10	0	0	0	0	0	0	0	0	0	0	0	10
Swindon	3	2	0	0	0	0	0	0	0	0	0	0	5
Wednesbury	27	10	0	0	0	0	0	0	0	0	0	0	37
Worcester	8	1	0	0	0	0	0	0	0	0	0	0	9
Yeovil	4	3	0	0	0	0	0	0	0	0	0	0	7
Customer Contact Centres	0	0	0	0	0	0	0	0	0	0	0	0	0
Sales Centre	0	0	0	0	0	0	0	0	0	0	0	0	0
Finance Centre	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	364	272	0	0	0	0	0	0	0	0	0	0	636
2026 Total	486	360											846
2025 v 2026	-25.10%	-24.44%	#DIV/0!	#DIV/0!	-40.16%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#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	3	3	0	0.01%
Returns	98	98	0	0.44%
Supplies	5	5	0	0.02%
Deliveries (Timeliness)	41	41	0	0.19%
Deliveries (Quality)	75	75	0	0.34%
Claims	31	31	0	0.14%
Communication	4	4	0	0.02%
Documents	13	13	0	0.06%
CS Application Support (Vouchers)	0	0	0	0.00%
Closures	1	1	0	0.00%

Breakdown by Category	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26	Nov-26	Dec-26	Total YTD
Invoicing	1	3	0	0	0	0	0	0	0	0	0	0	4
Returns	120	98	0	0	0	0	0	0	0	0	0	0	218
Supplies	19	5	0	0	0	0	0	0	0	0	0	0	24
Deliveries (Timeliness)	50	41	0	0	0	0	0	0	0	0	0	0	91
Deliveries (Quality)	114	75	0	0	0	0	0	0	0	0	0	0	189
Claims	45	31	0	0	0	0	0	0	0	0	0	0	76
Communication	3	4	0	0	0	0	0	0	0	0	0	0	7
Documents	11	13	0	0	0	0	0	0	0	0	0	0	24
CS Application Support (Vouchers)	0	0	0	0	0	0	0	0	0	0	0	0	0
Closures	0	1	0	0	0	0	0	0	0	0	0	0	1

120
100
80
60
40
20
0
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