

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	34	34	0	0.07%
Bodmin	141	1	1	0	0.02%
Bristol	694	14	14	0	0.07%
Crawley	809	29	29	0	0.12%
Croydon	941	11	11	0	0.04%
Exeter	494	7	7	0	0.05%
Gloucester	558	4	4	0	0.02%
Hammersmith	712	4	4	0	0.02%
Hemel Hempstead	719	15	15	0	0.07%
Hornsey	802	9	9	0	0.04%
Leicester	604	2	2	0	0.01%
Lincoln	312	0	0	0	0.00%
Liverpool	1,074	7	7	0	0.02%
Milton Keynes	757	3	3	0	0.01%
Newcastle	1,167	5	5	0	0.01%
Newmarket	410	8	8	0	0.07%
Newport	1,030	40	40	0	0.13%
Nottingham	1,014	18	18	0	0.06%
Oxford	581	1	1	0	0.01%
Peterborough	679	8	8	0	0.04%
Plymouth	311	0	0	0	0.00%
Redruth	171	1	1	0	0.02%
Shrewsbury	323	7	7	0	0.07%
Slough	755	4	4	0	0.02%
Southampton	1,134	36	36	0	0.11%
Stevenage	358	1	1	0	0.01%
Stockport	1,604	36	36	0	0.07%
Stoke	448	10	10	0	0.07%
Swindon	345	3	3	0	0.03%
Wednesbury	932	25	25	0	0.09%
Worcester	196	6	6	0	0.10%
Yeovil	232	2	2	0	0.03%
Customer Contact Centres	22,135	3	3	0	0.00%
Sales Centre	22,135	10	10	0	0.00%
Finance Centre	22,135	0	0	0	0.00%
Other	22,135	0	0	0	0.00%
TOTAL	22,135	364	364	0	0.05%

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	0	0	0	0	0	0	0	0	0	0	0	29
Bodmin	1	0	0	0	0	0	0	0	0	0	0	0	1
Bristol	14	0	0	0	0	0	0	0	0	0	0	0	14
Crawley	29	0	0	0	0	0	0	0	0	0	0	0	29
Croydon	13	0	0	0	0	0	0	0	0	0	0	0	13
Exeter	7	0	0	0	0	0	0	0	0	0	0	0	7
Gloucester	8	0	0	0	0	0	0	0	0	0	0	0	8
Hammersmith	4	0	0	0	0	0	0	0	0	0	0	0	4
Hemel Hempstead	7	0	0	0	0	0	0	0	0	0	0	0	7
Hornsey	10	0	0	0	0	0	0	0	0	0	0	0	10
Leicester	2	0	0	0	0	0	0	0	0	0	0	0	2
Lincoln	0	0	0	0	0	0	0	0	0	0	0	0	0
Liverpool	11	0	0	0	0	0	0	0	0	0	0	0	11
Milton Keynes	6	0	0	0	0	0	0	0	0	0	0	0	6
Newcastle	6	0	0	0	0	0	0	0	0	0	0	0	6
Newmarket	9	0	0	0	0	0	0	0	0	0	0	0	9
Newport	36	0	0	0	0	0	0	0	0	0	0	0	36
Nottingham	19	0	0	0	0	0	0	0	0	0	0	0	19
Oxford	2	0	0	0	0	0	0	0	0	0	0	0	2
Peterborough	8	0	0	0	0	0	0	0	0	0	0	0	8
Plymouth	0	0	0	0	0	0	0	0	0	0	0	0	0
Redruth	1	0	0	0	0	0	0	0	0	0	0	0	1
Shrewsbury	8	0	0	0	0	0	0	0	0	0	0	0	8
Slough	4	0	0	0	0	0	0	0	0	0	0	0	4
Southampton	38	0	0	0	0	0	0	0	0	0	0	0	38
Stevenage	3	0	0	0	0	0	0	0	0	0	0	0	3
Stockport	37	0	0	0	0	0	0	0	0	0	0	0	37
Stoke	10	0	0	0	0	0	0	0	0	0	0	0	10
Swindon	3	0	0	0	0	0	0	0	0	0	0	0	3
Wednesbury	27	0	0	0	0	0	0	0	0	0	0	0	27
Worcester	8	0	0	0	0	0	0	0	0	0	0	0	8
Yeovil	4	0	0	0	0	0	0	0	0	0	0	0	4
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	0	0	0	0	0	0	0	0	0	0	0	364
2026 Total	486												486
2025 v 2026	-25.10%	#DIV/0!	#DIV/0!	#DIV/0!	-40.16%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!

Customer

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	120	120	0	0.54%
Supplies	19	19	0	0.09%
Deliveries (Timeliness)	50	50	0	0.23%
Deliveries (Quality)	114	114	0	0.52%
Claims	45	45	0	0.20%
Communication	3	3	0	0.01%
Documents	11	11	0	0.05%
CS Application Support (Vouchers)	0	0	0	0.00%
Closures	0	0	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	0	0	0	0	0	0	0	0	0	0	0	1
Returns	120	0	0	0	0	0	0	0	0	0	0	0	120
Supplies	19	0	0	0	0	0	0	0	0	0	0	0	19
Deliveries (Timeliness)	50	0	0	0	0	0	0	0	0	0	0	0	50
Deliveries (Quality)	114	0	0	0	0	0	0	0	0	0	0	0	114
Claims	45	0	0	0	0	0	0	0	0	0	0	0	45
Communication	3	0	0	0	0	0	0	0	0	0	0	0	3
Documents	11	0	0	0	0	0	0	0	0	0	0	0	11
CS Application Support (Vouchers)	0	0	0	0	0	0	0	0	0	0	0	0	0
Closures	0	0	0	0	0	0	0	0	0	0	0	0	0

140
120
100
80
60
40
20
0