

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	13	13	0	0.03%
Bodmin	141	0	0	0	0.00%
Bristol	694	7	7	0	0.03%
Crawley	809	13	13	0	0.05%
Croydon	941	14	14	0	0.05%
Exeter	494	3	3	0	0.02%
Gloucester	558	32	32	0	0.19%
Hammersmith	712	11	11	0	0.05%
Hemel Hempstead	719	18	18	0	0.08%
Hornsey	802	4	4	0	0.02%
Leicester	604	0	0	0	0.00%
Lincoln	312	1	1	0	0.01%
Liverpool	1,074	10	10	0	0.03%
Milton Keynes	757	7	7	0	0.03%
Newcastle	1,167	13	13	0	0.04%
Newmarket	410	1	1	0	0.01%
Newport	1,030	13	13	0	0.04%
Nottingham	1,014	5	5	0	0.02%
Oxford	581	2	2	0	0.01%
Peterborough	679	10	10	0	0.05%
Plymouth	311	0	0	0	0.00%
Redruth	171	0	0	0	0.00%
Shrewsbury	323	2	2	0	0.02%
Slough	755	3	3	0	0.01%
Southampton	1,134	27	27	0	0.08%
Stevenage	358	2	2	0	0.02%
Stockport	1,604	24	24	0	0.05%
Stoke	448	3	3	0	0.02%
Swindon	345	3	3	0	0.03%
Wednesbury	932	12	12	0	0.04%
Worcester	196	0	0	0	0.00%
Yeovil	232	3	3	0	0.04%
Customer Contact Centres	22,135	1	1	0	0.00%
Sales Centre	22,135	4	4	0	0.00%
Finance Centre	22,135	1	1	0	0.00%
Other	22,135	0	0	0	0.00%
TOTAL	22,135	262	262	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	27	12	0	0	0	0	0	0	0	0	86
Bodmin	0	0	0	1	0	0	0	0	0	0	0	0	1
Bristol	14	5	10	8	0	0	0	0	0	0	0	0	37
Crawley	29	14	18	14	0	0	0	0	0	0	0	0	75
Croydon	13	26	14	16	0	0	0	0	0	0	0	0	69
Exeter	7	4	2	3	0	0	0	0	0	0	0	0	16
Gloucester	8	34	36	33	0	0	0	0	0	0	0	0	111
Hammersmith	4	2	7	14	0	0	0	0	0	0	0	0	27
Hemel Hempstead	7	12	3	5	0	0	0	0	0	0	0	0	27
Hornsey	10	8	6	5	0	0	0	0	0	0	0	0	29
Leicester	2	3	1	0	0	0	0	0	0	0	0	0	6
Lincoln	0	0	2	1	0	0	0	0	0	0	0	0	3
Liverpool	11	8	17	10	0	0	0	0	0	0	0	0	46
Milton Keynes	6	9	12	9	0	0	0	0	0	0	0	0	36
Newcastle	6	1	14	13	0	0	0	0	0	0	0	0	34
Newmarket	9	1	5	2	0	0	0	0	0	0	0	0	17
Newport	36	31	4	11	0	0	0	0	0	0	0	0	82
Nottingham	19	5	8	5	0	0	0	0	0	0	0	0	37
Oxford	2	1	1	2	0	0	0	0	0	0	0	0	6
Peterborough	8	5	6	11	0	0	0	0	0	0	0	0	30
Plymouth	0	0	0	0	0	0	0	0	0	0	0	0	0
Redruth	1	1	0	1	0	0	0	0	0	0	0	0	3
Shrewsbury	8	0	0	3	0	0	0	0	0	0	0	0	11
Slough	4	2	2	3	0	0	0	0	0	0	0	0	11
Southampton	38	45	24	28	0	0	0	0	0	0	0	0	135
Stevenage	3	3	1	6	0	0	0	0	0	0	0	0	13
Stockport	37	16	23	24	0	0	0	0	0	0	0	0	100
Stoke	10	0	8	3	0	0	0	0	0	0	0	0	21
Swindon	3	2	3	3	0	0	0	0	0	0	0	0	11
Wednesbury	27	10	9	13	0	0	0	0	0	0	0	0	59
Worcester	8	1	0	0	0	0	0	0	0	0	0	0	0
Yeovil	4	3	4	3	0	0	0	0	0	0	0	0	14
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	363	270	267	262	0	0	0	0	0	0	0	0	1,162
2026 Total	486	360	360	290									1,496
2025 v 2026	-25.31%	-25.00%	-25.83%	-9.66%	-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	5	5	0	0.02%
Returns	95	95	0	0.43%
Supplies	8	8	0	0.04%
Deliveries (Timeliness)	38	38	0	0.17%
Deliveries (Quality)	73	73	0	0.33%
Claims	32	32	0	0.14%
Communication	0	0	0	0.00%
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	0	2	4	5	0	0	0	0	0	0	0	0	11
Returns	120	98	91	95	0	0	0	0	0	0	0	0	404
Supplies	19	5	9	8	0	0	0	0	0	0	0	0	41
Deliveries (Timeliness)	50	41	43	38	0	0	0	0	0	0	0	0	172
Deliveries (Quality)	114	75	81	73	0	0	0	0	0	0	0	0	343
Claims	45	31	22	32	0	0	0	0	0	0	0	0	130
Communication	3	4	0	0	0	0	0	0	0	0	0	0	7
Documents	11	13	14	11	0	0	0	0	0	0	0	0	49
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

100
90
80
70
60
50
40
30
20
10
0

1%