

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	31	31	0	0.06%
Bodmin	141	0	0	0	0.00%
Bristol	694	7	7	0	0.03%
Crawley	809	17	17	0	0.07%
Croydon	941	14	14	0	0.05%
Exeter	494	2	2	0	0.01%
Gloucester	558	36	36	0	0.22%
Hammersmith	712	4	4	0	0.02%
Hemel Hempstead	719	10	10	0	0.05%
Hornsey	802	4	4	0	0.02%
Leicester	604	1	1	0	0.01%
Lincoln	312	1	1	0	0.01%
Liverpool	1,074	14	14	0	0.04%
Milton Keynes	757	12	12	0	0.05%
Newcastle	1,167	14	14	0	0.04%
Newmarket	410	4	4	0	0.03%
Newport	1,030	8	8	0	0.03%
Nottingham	1,014	5	5	0	0.02%
Oxford	581	1	1	0	0.01%
Peterborough	679	5	5	0	0.02%
Plymouth	311	0	0	0	0.00%
Redruth	171	0	0	0	0.00%
Shrewsbury	323	0	0	0	0.00%
Slough	755	2	2	0	0.01%
Southampton	1,134	24	24	0	0.07%
Stevenage	358	0	0	0	0.00%
Stockport	1,604	23	23	0	0.05%
Stoke	448	8	8	0	0.06%
Swindon	345	2	2	0	0.02%
Wednesbury	932	8	8	0	0.03%
Worcester	196	0	0	0	0.00%
Yeovil	232	2	2	0	0.03%
Customer Contact Centres	22,135	3	3	0	0.00%
Sales Centre	22,135	5	5	0	0.00%
Finance Centre	22,135	0	0	0	0.00%
Other	22,135	0	0	0	0.00%
TOTAL	22,135	267	267	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	0	0	0	0	0	0	0	0	0	74
Bodmin	0	0	0	0	0	0	0	0	0	0	0	0	0
Bristol	14	5	10	0	0	0	0	0	0	0	0	0	29
Crawley	29	14	18	0	0	0	0	0	0	0	0	0	61
Croydon	13	26	14	0	0	0	0	0	0	0	0	0	53
Exeter	7	4	2	0	0	0	0	0	0	0	0	0	13
Gloucester	8	34	36	0	0	0	0	0	0	0	0	0	78
Hammersmith	4	2	7	0	0	0	0	0	0	0	0	0	13
Hemel Hempstead	7	12	3	0	0	0	0	0	0	0	0	0	22
Hornsey	10	8	6	0	0	0	0	0	0	0	0	0	24
Leicester	2	3	1	0	0	0	0	0	0	0	0	0	6
Lincoln	0	0	2	0	0	0	0	0	0	0	0	0	2
Liverpool	11	8	17	0	0	0	0	0	0	0	0	0	36
Milton Keynes	6	9	12	0	0	0	0	0	0	0	0	0	27
Newcastle	6	1	14	0	0	0	0	0	0	0	0	0	21
Newmarket	9	1	5	0	0	0	0	0	0	0	0	0	15
Newport	36	31	4	0	0	0	0	0	0	0	0	0	71
Nottingham	19	5	8	0	0	0	0	0	0	0	0	0	32
Oxford	2	1	1	0	0	0	0	0	0	0	0	0	4
Peterborough	8	5	6	0	0	0	0	0	0	0	0	0	19
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	2	0	0	0	0	0	0	0	0	0	8
Southampton	38	45	24	0	0	0	0	0	0	0	0	0	107
Stevenage	3	3	1	0	0	0	0	0	0	0	0	0	7
Stockport	37	16	23	0	0	0	0	0	0	0	0	0	76
Stoke	10	0	8	0	0	0	0	0	0	0	0	0	18
Swindon	3	2	3	0	0	0	0	0	0	0	0	0	8
Wednesbury	27	10	9	0	0	0	0	0	0	0	0	0	46
Worcester	8	1	0	0	0	0	0	0	0	0	0	0	9
Yeovil	4	3	4	0	0	0	0	0	0	0	0	0	11
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	0	0	0	0	0	0	0	0	0	900
2026 Total	486	360	745										1,591
2025 v 2026	-25.31%	-25.00%	-64.16%	#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	4	4	0	0.02%
Returns	91	91	0	0.41%
Supplies	9	9	0	0.04%
Deliveries (Timeliness)	43	43	0	0.19%
Deliveries (Quality)	81	81	0	0.37%
Claims	22	22	0	0.10%
Communication	0	0	0	0.00%
Documents	14	14	0	0.06%
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	0	0	0	0	0	0	0	0	0	6
Returns	120	98	91	0	0	0	0	0	0	0	0	0	309
Supplies	19	5	9	0	0	0	0	0	0	0	0	0	33
Deliveries (Timeliness)	50	41	43	0	0	0	0	0	0	0	0	0	134
Deliveries (Quality)	114	75	81	0	0	0	0	0	0	0	0	0	270
Claims	45	31	22	0	0	0	0	0	0	0	0	0	98
Communication	3	4	0	0	0	0	0	0	0	0	0	0	7
Documents	11	13	14	0	0	0	0	0	0	0	0	0	38
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