

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	15	15	0	0.03%
Bodmin	141	0	0	0	0.00%
Bristol	694	5	5	0	0.02%
Crawley	809	6	6	0	0.02%
Croydon	941	11	11	0	0.04%
Exeter	494	3	3	0	0.02%
Gloucester	558	14	14	0	0.08%
Hammersmith	712	4	4	0	0.02%
Hemel Hempstead	719	10	10	0	0.05%
Hornsey	802	5	5	0	0.02%
Leicester	604	0	0	0	0.00%
Lincoln	312	2	2	0	0.02%
Liverpool	1,074	13	13	0	0.04%
Milton Keynes	757	11	11	0	0.05%
Newcastle	1,167	9	9	0	0.03%
Newmarket	410	0	0	0	0.00%
Newport	1,030	6	6	0	0.02%
Nottingham	1,014	3	3	0	0.01%
Oxford	581	5	5	0	0.03%
Peterborough	679	8	8	0	0.04%
Plymouth	311	0	0	0	0.00%
Redruth	171	0	0	0	0.00%
Shrewsbury	323	3	3	0	0.03%
Slough	755	1	1	0	0.00%
Southampton	1,134	16	16	0	0.05%
Stevenage	358	1	1	0	0.01%
Stockport	1,604	11	11	0	0.02%
Stoke	448	3	3	0	0.02%
Swindon	345	1	1	0	0.01%
Wednesbury	932	14	14	0	0.05%
Worcester	196	0	0	0	0.00%
Yeovil	232	1	1	0	0.01%
Customer Contact Centres	22,135	2	2	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	193	193	0	0.03%

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	9	0	0	0	0	0	0	0	95
Bodmin	0	0	0	1	0	0	0	0	0	0	0	0	1
Bristol	14	5	10	8	5	0	0	0	0	0	0	0	42
Crawley	29	14	18	14	8	0	0	0	0	0	0	0	83
Croydon	13	26	14	16	13	0	0	0	0	0	0	0	82
Exeter	7	4	2	3	3	0	0	0	0	0	0	0	19
Gloucester	8	34	36	33	17	0	0	0	0	0	0	0	128
Hammersmith	4	2	7	14	4	0	0	0	0	0	0	0	31
Hemel Hempstead	7	12	3	5	3	0	0	0	0	0	0	0	30
Hornsey	10	8	6	5	7	0	0	0	0	0	0	0	36
Leicester	2	3	1	0	0	0	0	0	0	0	0	0	6
Lincoln	0	0	2	1	2	0	0	0	0	0	0	0	5
Liverpool	11	8	17	10	18	0	0	0	0	0	0	0	64
Milton Keynes	6	9	12	9	11	0	0	0	0	0	0	0	47
Newcastle	6	1	14	13	9	0	0	0	0	0	0	0	43
Newmarket	9	1	5	2	1	0	0	0	0	0	0	0	18
Newport	36	31	4	11	5	0	0	0	0	0	0	0	87
Nottingham	19	5	8	5	4	0	0	0	0	0	0	0	41
Oxford	2	1	1	2	5	0	0	0	0	0	0	0	11
Peterborough	8	5	6	11	8	0	0	0	0	0	0	0	38
Plymouth	0	0	0	0	1	0	0	0	0	0	0	0	1
Redruth	1	1	0	1	0	0	0	0	0	0	0	0	3
Shrewsbury	8	0	0	3	3	0	0	0	0	0	0	0	14
Slough	4	2	2	3	5	0	0	0	0	0	0	0	16
Southampton	38	45	24	28	16	0	0	0	0	0	0	0	151
Stevenage	3	3	1	6	3	0	0	0	0	0	0	0	16
Stockport	37	16	23	24	12	0	0	0	0	0	0	0	112
Stoke	10	0	8	3	3	0	0	0	0	0	0	0	24
Swindon	3	2	3	3	1	0	0	0	0	0	0	0	12
Wednesbury	27	10	9	13	15	0	0	0	0	0	0	0	74
Worcester	8	1	0	0	0	0	0	0	0	0	0	0	9
Yeovil	4	3	4	3	2	0	0	0	0	0	0	0	16
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	193	0	0	0	0	0	0	0	1,355
2025 Total	486	360	360	290	307								1,803
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	2	0	2	0.01%
Returns	46	0	46	0.21%
Supplies	16	0	16	0.07%
Deliveries (Timeliness)	28	0	28	0.13%
Deliveries (Quality)	61	0	61	0.28%
Claims	26	0	26	0.12%
Communication	2	0	2	0.01%
Documents	11	0	11	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	2	0	0	0	0	0	0	0	13
Returns	120	98	91	95	46	0	0	0	0	0	0	0	450
Supplies	19	5	9	8	16	0	0	0	0	0	0	0	57
Deliveries (Timeliness)	50	41	43	38	28	0	0	0	0	0	0	0	200
Deliveries (Quality)	114	75	81	73	61	0	0	0	0	0	0	0	404
Claims	45	31	22	32	26	0	0	0	0	0	0	0	156
Communication	3	4	0	0	2	0	0	0	0	0	0	0	9
Documents	11	13	14	11	11	0	0	0	0	0	0	0	60
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

Invoice