

Complaints by Location

Breakdown by Business Area	No of Customers	Opened	Closed	Open at end of month	% of complaints vs deliveries made
Barnstaple	125	1	1	0	0.03%
Birmingham	1,703	22	22	0	0.04%
Bodmin	141	0	0	0	0.00%
Bristol	694	4	4	0	0.02%
Crawley	809	3	3	0	0.01%
Croydon	941	24	24	0	0.09%
Exeter	494	5	5	0	0.03%
Gloucester	558	11	11	0	0.07%
Hammersmith	712	3	3	0	0.01%
Hemel Hempstead	719	16	16	0	0.07%
Hornsey	802	3	3	0	0.01%
Leicester	604	0	0	0	0.00%
Lincoln	312	0	0	0	0.00%
Liverpool	1,074	10	10	0	0.03%
Milton Keynes	757	4	4	0	0.02%
Newcastle	1,167	5	5	0	0.01%
Newmarket	410	4	4	0	0.03%
Newport	1,030	16	16	0	0.05%
Nottingham	1,014	4	4	0	0.01%
Oxford	581	5	5	0	0.03%
Peterborough	679	2	2	0	0.01%
Plymouth	311	0	0	0	0.00%
Redruth	171	0	0	0	0.00%
Shrewsbury	323	6	6	0	0.06%
Slough	755	0	0	0	0.00%
Southampton	1,134	31	31	0	0.09%
Stevenage	358	1	1	0	0.01%
Stockport	1,604	16	16	0	0.03%
Stoke	448	2	2	0	0.01%
Swindon	345	3	3	0	0.03%
Wednesbury	932	14	14	0	0.05%
Worcester	196	0	0	0	0.00%
Yeovil	232	2	2	0	0.03%
Customer Contact Centres	22,135	6	6	0	0.00%
Sales Centre	22,135	2	2	0	0.00%
Finance Centre	22,135	0	0	0	0.00%
Other	22,135	0	0	0	0.00%
TOTAL	22,135	225	225	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	1	0	0	0	0	0	0	1
Birmingham	29	18	27	12	9	16	0	0	0	0	0	0	111
Bodmin	0	0	0	1	0	0	0	0	0	0	0	0	1
Bristol	14	5	10	8	5	4	0	0	0	0	0	0	46
Crawley	29	14	18	14	8	5	0	0	0	0	0	0	88
Croydon	13	26	14	16	13	29	0	0	0	0	0	0	111
Exeter	7	4	2	3	3	5	0	0	0	0	0	0	24
Gloucester	8	34	36	33	17	11	0	0	0	0	0	0	139
Hammersmith	4	2	7	14	4	3	0	0	0	0	0	0	34
Hemel Hempstead	7	12	3	5	3	3	0	0	0	0	0	0	33
Hornsey	10	8	6	5	7	6	0	0	0	0	0	0	42
Leicester	2	3	1	0	0	0	0	0	0	0	0	0	6
Lincoln	0	0	2	1	2	1	0	0	0	0	0	0	6
Liverpool	11	8	17	10	18	11	0	0	0	0	0	0	75
Milton Keynes	6	9	12	9	11	4	0	0	0	0	0	0	51
Newcastle	6	1	14	13	9	5	0	0	0	0	0	0	48
Newmarket	9	1	5	2	1	4	0	0	0	0	0	0	22
Newport	36	31	4	11	5	15	0	0	0	0	0	0	102
Nottingham	19	5	8	5	4	6	0	0	0	0	0	0	47
Oxford	2	1	1	2	5	5	0	0	0	0	0	0	16
Peterborough	8	5	6	11	8	2	0	0	0	0	0	0	40
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	6	0	0	0	0	0	0	20
Slough	4	2	2	3	5	2	0	0	0	0	0	0	18
Southampton	38	45	24	28	16	32	0	0	0	0	0	0	183
Stevenage	3	3	1	6	3	3	0	0	0	0	0	0	19
Stockport	37	16	23	24	12	20	0	0	0	0	0	0	132
Stoke	10	0	8	3	3	4	0	0	0	0	0	0	28
Swindon	3	2	3	3	1	4	0	0	0	0	0	0	16
Wednesbury	27	10	9	13	15	15	0	0	0	0	0	0	89
Worcester	8	1	0	0	0	0	0	0	0	0	0	0	9
Yeovil	4	3	4	3	2	3	0	0	0	0	0	0	19
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	225	0	0	0	0	0	0	1,580
2025 Total	486	360	360	290	307	274							2,077
2025 v 2026	-25.31%	-25.00%	-25.83%	-9.66%	-40.16%	-17.88%	#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	0	0	0	0.00%
Returns	61	0	61	0.28%
Supplies	4	0	4	0.02%
Deliveries (Timeliness)	29	0	29	0.13%
Deliveries (Quality)	79	0	79	0.36%
Claims	28	0	28	0.13%
Communication	3	0	3	0.01%
Documents	14	0	14	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	5	2	0	0	0	0	0	0	0	13
Returns	120	98	91	95	46	61	0	0	0	0	0	0	511
Supplies	19	5	9	8	16	4	0	0	0	0	0	0	61
Deliveries (Timeliness)	50	41	43	38	28	29	0	0	0	0	0	0	229
Deliveries (Quality)	114	75	81	73	61	79	0	0	0	0	0	0	483
Claims	45	31	22	32	26	28	0	0	0	0	0	0	184
Communication	3	4	0	0	2	3	0	0	0	0	0	0	12
Documents	11	13	14	11	11	14	0	0	0	0	0	0	74
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

90 —
80 —
70 —
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40 —
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