

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	23	23	0	0.05%
Bodmin	141	0	0	0	0.00%
Bristol	694	5	5	0	0.02%
Crawley	809	4	4	0	0.02%
Croydon	941	12	12	0	0.04%
Exeter	494	10	10	0	0.07%
Gloucester	558	21	21	0	0.13%
Hammersmith	712	8	8	0	0.04%
Hemel Hempstead	719	22	22	0	0.10%
Hornsey	802	9	9	0	0.04%
Leicester	604	0	0	0	0.00%
Lincoln	312	2	2	0	0.02%
Liverpool	1,074	19	19	0	0.06%
Milton Keynes	757	7	7	0	0.03%
Newcastle	1,167	5	5	0	0.01%
Newmarket	410	3	3	0	0.02%
Newport	1,030	14	14	0	0.05%
Nottingham	1,014	6	6	0	0.02%
Oxford	581	2	2	0	0.01%
Peterborough	679	11	11	0	0.05%
Plymouth	311	9	9	0	0.10%
Redruth	171	0	0	0	0.00%
Shrewsbury	323	1	1	0	0.01%
Slough	755	3	3	0	0.01%
Southampton	1,134	26	26	0	0.08%
Stevenage	358	1	1	0	0.01%
Stockport	1,604	18	18	0	0.04%
Stoke	448	2	2	0	0.01%
Swindon	345	5	5	0	0.05%
Wednesbury	932	18	18	0	0.06%
Worcester	196	0	0	0	0.00%
Yeovil	232	2	2	0	0.03%
Customer Contact Centres	22,135	7	7	0	0.00%
Sales Centre	22,135	8	8	0	0.00%
Finance Centre	22,135	0	0	0	0.00%
Other	22,135	0	0	0	0.00%
TOTAL	22,135	284	284	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	1	1	0	0	0	0	0	2
Birmingham	29	18	27	12	9	16	20	0	0	0	0	0	131
Bodmin	0	0	0	1	0	0	0	0	0	0	0	0	1
Bristol	14	5	10	8	5	4	5	0	0	0	0	0	51
Crawley	29	14	18	14	8	5	7	0	0	0	0	0	95
Croydon	13	26	14	16	13	29	20	0	0	0	0	0	131
Exeter	7	4	2	3	3	5	10	0	0	0	0	0	34
Gloucester	8	34	36	33	17	11	22	0	0	0	0	0	161
Hammersmith	4	2	7	14	4	3	11	0	0	0	0	0	45
Hemel Hempstead	7	12	3	5	3	3	6	0	0	0	0	0	39
Hornsey	10	8	6	5	7	6	10	0	0	0	0	0	52
Leicester	2	3	1	0	0	0	0	0	0	0	0	0	6
Lincoln	0	0	2	1	2	1	2	0	0	0	0	0	8
Liverpool	11	8	17	10	18	11	21	0	0	0	0	0	96
Milton Keynes	6	9	12	9	11	4	8	0	0	0	0	0	59
Newcastle	6	1	14	13	9	5	5	0	0	0	0	0	53
Newmarket	9	1	5	2	1	4	4	0	0	0	0	0	26
Newport	36	31	4	11	5	15	14	0	0	0	0	0	116
Nottingham	19	5	8	5	4	6	7	0	0	0	0	0	54
Oxford	2	1	1	2	5	5	2	0	0	0	0	0	18
Peterborough	8	5	6	11	8	2	12	0	0	0	0	0	52
Plymouth	0	0	0	0	1	0	9	0	0	0	0	0	10
Redruth	1	1	0	1	0	0	0	0	0	0	0	0	3
Shrewsbury	8	0	0	3	3	6	1	0	0	0	0	0	21
Slough	4	2	2	3	5	2	4	0	0	0	0	0	22
Southampton	38	45	24	28	16	32	26	0	0	0	0	0	209
Stevenage	3	3	1	6	3	3	3	0	0	0	0	0	22
Stockport	37	16	23	24	12	20	25	0	0	0	0	0	157
Stoke	10	0	8	3	3	4	3	0	0	0	0	0	31
Swindon	3	2	3	3	1	4	5	0	0	0	0	0	21
Wednesbury	27	10	9	13	15	15	19	0	0	0	0	0	108
Worcester	8	1	0	0	0	0	0	0	0	0	0	0	0
Yeovil	4	3	4	3	2	3	2	0	0	0	0	0	21
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	284	0	0	0	0	0	1,864
2025 Total	486	360	360	290	307	274	298						2,375
2025 v 2026	-25.31%	-25.00%	-25.83%	-9.66%	-40.16%	-17.88%	-4.70%	#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	1	1	0	0.00%
Returns	84	84	0	0.38%
Supplies	10	10	0	0.05%
Deliveries (Timeliness)	41	41	0	0.19%
Deliveries (Quality)	94	94	0	0.42%
Claims	35	35	0	0.16%
Communication	5	5	0	0.02%
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	5	2	0	1	0	0	0	0	0	14
Returns	120	98	91	95	46	61	84	0	0	0	0	0	595
Supplies	19	5	9	8	16	4	10	0	0	0	0	0	71
Deliveries (Timeliness)	50	41	43	38	28	29	41	0	0	0	0	0	270
Deliveries (Quality)	114	75	81	73	61	79	94	0	0	0	0	0	577
Claims	45	31	22	32	26	28	35	0	0	0	0	0	219
Communication	3	4	0	0	2	3	5	0	0	0	0	0	17
Documents	11	13	14	11	11	14	14	0	0	0	0	0	88
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