smiths news

2026

Stage 1 Complaints - Year to Date

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	56	56	0	0.11%
Bodmin	141	0	0	0	0.00%
Bristol	694	2	2	0	0.01%
Crawley	809	0	0	0	0.00%
Croydon	941	20	20	0	0.07%
Exeter	494	9	9	0	0.06%
Gloucester	558	11	11	0	0.07%
Hammersmith	712	9	9	0	0.04%
Hemel Hempstead	719	5	5	0	0.02%
Hornsey	802	17	17	0	0.07%
Leicester	604	0	0	0	0.00%
Lincoln	312	3	3	0	0.03%
Liverpool	1,074	9	9	0	0.03%
Milton Keynes	757	11	11	0	0.05%
Newcastle	1,167	2	2	0	0.01%
Newmarket	410	1	1	0	0.01%
Newport	1,030	6	6	0	0.02%
Nottingham	1,014	6	6	0	0.02%
Oxford	581	3	3	0	0.02%
Peterborough	679	2	2	0	0.01%
Plymouth	311	0	0	0	0.00%
Redruth	171	0	0	0	0.00%
Shrewsbury	323	18	18	0	0.19%
Slough	755	1	1	0	0.00%
Southampton	1,134	26	26	0	0.08%
Stevenage	358	3	3	0	0.03%
Stockport	1,604	10	10	0	0.02%
Stoke	448	1	1	0	0.01%
Swindon	345	0	0	0	0.00%
Wednesbury	932	52	52	0	0.19%
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	3	3	0	0.00%
Finance Centre	22,135	0	0	0	0.00%
Other	22,135	0	0	0	0.00%
TOTAL	22,135	291	291	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	56	0	0	0	0	187
Bodmin	0	0	0	1	0	0	0	1	0	0	0	0	2
Bristol	14	5	10	8	5	4	5	2	0	0	0	0	53
Crawley	29	14	18	14	8	5	7	0	0	0	0	0	95
Croydon	13	26	14	16	13	29	20	20	0	0	0	0	151
Exeter	7	4	2	3	3	5	10	10	0	0	0	0	44
Gloucester	8	34	36	33	17	11	22	11	0	0	0	0	172
Hammersmith	4	2	7	14	4	3	11	10	0	0	0	0	55
Hemel Hempstead	7	12	3	5	3	3	6	2	0	0	0	0	41
Hornsey	10	8	6	5	7	6	10	17	0	0	0	0	69
Leicester	2	3	1	0	0	0	0	1	0	0	0	0	7
Lincoln	0	0	2	1	2	1	2	3	0	0	0	0	11
Liverpool	11	8	17	10	18	11	21	9	0	0	0	0	105
Milton Keynes	6	9	12	9	11	4	8	12	0	0	0	0	71
Newcastle	6	1	14	13	9	5	5	2	0	0	0	0	55
Newmarket	9	1	5	2	1	4	4	2	0	0	0	0	28
Newport	36	31	4	11	5	15	14	5	0	0	0	0	121
Nottingham	19	5	8	5	4	6	7	6	0	0	0	0	60
Oxford	2	1	1	2	5	5	2	4	0	0	0	0	22
Peterborough	8	5	6	11	8	2	12	2	0	0	0	0	54
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	18	0	0	0	0	39
Slough	4	2	2	3	5	2	4	1	0	0	0	0	23
Southampton	38	45	24	28	16	32	26	26	0	0	0	0	235
Stevenage	3	3	1	6	3	3	3	3	0	0	0	0	25
Stockport	37	16	23	24	12	20	25	12	0	0	0	0	169
Stoke	10	0	8	3	3	4	3	1	0	0	0	0	32
Swindon	3	2	3	3	1	4	5	0	0	0	0	0	21
Wednesbury	27	10	9	13	15	15	19	53	0	0	0	0	161
Worcester	8	1	0	0	0	0	0	0	0	0	0	0	
Yeovil	4	3	4	3	2	3	2	2	0	0	0	0	23
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	291	0	0	0	0	2,155
2025 Total	486	360	360	290	307	274	298	255					2,630
2025 v 2026	-25.31%	-25.00%	-25.83%	-9.66%	-40.16%	-17.88%	-4.70%	14.12%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!

Complaints by Classification Category

Breakdown by Category	Opened	Closed	Open at end of month	% of customer base complained in month
Invoicing	3	3	0	0.01%
Returns	109	109	0	0.49%
Supplies	3	3	0	0.01%
Deliveries (Timeliness)	45	45	0	0.20%
Deliveries (Quality)	96	96	0	0.43%
Claims	26	26	0	0.12%
Communication	2	2	0	0.01%
Documents	6	6	0	0.03%
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	3	0	0	0	0	17
Returns	120	98	91	95	46	61	84	109	0	0	0	0	704
Supplies	19	5	9	8	16	4	10	3	0	0	0	0	74
Deliveries (Timeliness)	50	41	43	38	28	29	41	45	0	0	0	0	315
Deliveries (Quality)	114	75	81	73	61	79	94	96	0	0	0	0	673
Claims	45	31	22	32	26	28	35	26	0	0	0	0	245
Communication	3	4	0	0	2	3	5	2	0	0	0	0	19
Documents	11	13	14	11	11	14	14	6	0	0	0	0	94
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

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120
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80
60
40
20
0