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	34	34	0	0.07%
Bodmin	141	0	0	0	0.00%
Bristol	694	11	11	0	0.05%
Crawley	809	4	4	0	0.02%
Croydon	941	14	14	0	0.05%
Exeter	494	12	12	0	0.08%
Gloucester	558	22	22	0	0.13%
Hammersmith	712	7	7	0	0.03%
Hemel Hempstead	719	13	13	0	0.06%
Hornsey	802	60	60	0	0.25%
Leicester	604	2	2	0	0.01%
Lincoln	312	1	1	0	0.01%
Liverpool	1,074	5	5	0	0.02%
Milton Keynes	757	8	8	0	0.04%
Newcastle	1,167	8	8	0	0.02%
Newmarket	410	3	3	0	0.02%
Newport	1,030	11	11	0	0.04%
Nottingham	1,014	14	14	0	0.05%
Oxford	581	3	3	0	0.02%
Peterborough	679	7	7	0	0.03%
Plymouth	311	4	4	0	0.04%
Redruth	171	0	0	0	0.00%
Shrewsbury	323	13	13	0	0.13%
Slough	755	0	0	0	0.00%
Southampton	1,134	26	26	0	0.08%
Stevenage	358	4	4	0	0.04%
Stockport	1,604	8	8	0	0.02%
Stoke	448	1	1	0	0.01%
Swindon	345	2	2	0	0.02%
Wednesbury	932	71	71	0	0.25%
Worcester	196	0	0	0	0.00%
Yeovil	232	2	2	0	0.03%
Customer Contact Centres	22,135	10	10	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	385	385	0	0.06%

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	26	0	0	0	213
Bodmin	0	0	0	1	0	0	0	1	0	0	0	0	2
Bristol	14	5	10	8	5	4	5	2	13	0	0	0	66
Crawley	29	14	18	14	8	5	7	0	4	0	0	0	99
Croydon	13	26	14	16	13	29	20	20	17	0	0	0	168
Exeter	7	4	2	3	3	5	10	10	15	0	0	0	59
Gloucester	8	34	36	33	17	11	22	11	22	0	0	0	194
Hammersmith	4	2	7	14	4	3	11	10	7	0	0	0	62
Hemel Hempstead	7	12	3	5	3	3	6	2	6	0	0	0	47
Hornsey	10	8	6	5	7	6	10	17	63	0	0	0	132
Leicester	2	3	1	0	0	0	0	1	3	0	0	0	10
Lincoln	0	0	2	1	2	1	2	3	1	0	0	0	12
Liverpool	11	8	17	10	18	11	21	9	6	0	0	0	111
Milton Keynes	6	9	12	9	11	4	8	12	9	0	0	0	80
Newcastle	6	1	14	13	9	5	5	2	9	0	0	0	64
Newmarket	9	1	5	2	1	4	4	2	4	0	0	0	32
Newport	36	31	4	11	5	15	14	5	7	0	0	0	128
Nottingham	19	5	8	5	4	6	7	6	15	0	0	0	75
Oxford	2	1	1	2	5	5	2	4	4	0	0	0	26
Peterborough	8	5	6	11	8	2	12	2	8	0	0	0	62
Plymouth	0	0	0	0	1	0	9	0	6	0	0	0	16
Redruth	1	1	0	1	0	0	0	0	0	0	0	0	3
Shrewsbury	8	0	0	3	3	6	1	18	14	0	0	0	53
Slough	4	2	2	3	5	2	4	1	0	0	0	0	23
Southampton	38	45	24	28	16	32	26	26	28	0	0	0	263
Stevenage	3	3	1	6	3	3	3	3	5	0	0	0	30
Stockport	37	16	23	24	12	20	25	12	9	0	0	0	178
Stoke	10	0	8	3	3	4	3	1	3	0	0	0	35
Swindon	3	2	3	3	1	4	5	0	2	0	0	0	23
Wednesbury	27	10	9	13	15	15	19	53	77	0	0	0	238
Worcester	8	1	0	0	0	0	0	0	0	0	0	0	
Yeovil	4	3	4	3	2	3	2	2	2	0	0	0	25
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	385	0	0	0	2,540
2025 Total	486	360	360	290	307	274	298	255	316				2,946
2025 v 2026	-25.31%	-25.00%	-25.83%	-9.66%	-40.16%	-17.88%	-4.70%	14.12%	21.84%	#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	5	5	0	0.02%
Returns	99	99	0	0.45%
Supplies	9	9	0	0.04%
Deliveries (Timeliness)	73	73	0	0.33%
Deliveries (Quality)	142	142	0	0.64%
Claims	28	28	0	0.13%
Communication	3	3	0	0.01%
Documents	19	19	0	0.09%
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	5	0	0	0	22
Returns	120	98	91	95	46	61	84	109	99	0	0	0	803
Supplies	19	5	9	8	16	4	10	3	9	0	0	0	83
Deliveries (Timeliness)	50	41	43	38	28	29	41	45	73	0	0	0	388
Deliveries (Quality)	114	75	81	73	61	79	94	96	142	0	0	0	815
Claims	45	31	22	32	26	28	35	26	28	0	0	0	273
Communication	3	4	0	0	2	3	5	2	3	0	0	0	22
Documents	11	13	14	11	11	14	14	6	19	0	0	0	113
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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160
140
120
100
80
60
40
20
0