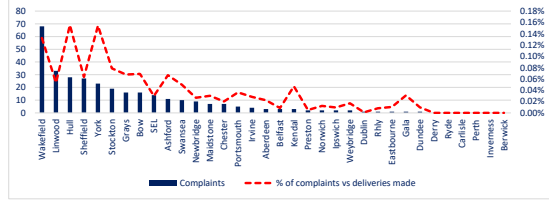


PDRP Complaints Tracker

Month Reported **Jun-19**

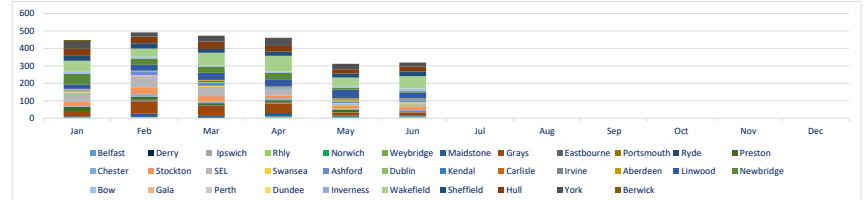
Complaints by Location (This Month)

| Branch Split | No of Customers | Complaints | % of complaints vs deliveries |
|--------------|-----------------|------------|-------------------------------|
| Wakefield | 1,657 | 68 | 0.13% |
| Linwood | 1,993 | 33 | 0.05% |
| Hull | 582 | 28 | 0.16% |
| Sheffield | 1,375 | 27 | 0.06% |
| York | 481 | 23 | 0.15% |
| Stockton | 779 | 19 | 0.08% |
| Grays | 762 | 16 | 0.07% |
| Bow | 748 | 16 | 0.07% |
| SEL | 1,504 | 14 | 0.03% |
| Ashford | 532 | 11 | 0.07% |
| Swansea | 649 | 10 | 0.05% |
| Newbridge | 1,087 | 9 | 0.03% |
| Maldstone | 749 | 7 | 0.03% |
| Chester | 1,119 | 7 | 0.02% |
| Portsmouth | 446 | 5 | 0.04% |
| Irvine | 453 | 4 | 0.03% |
| Aberdeen | 434 | 3 | 0.02% |
| Belfast | 1,110 | 3 | 0.01% |
| Kendal | 206 | 3 | 0.05% |
| Preston | 1,231 | 2 | 0.01% |
| Norwich | 524 | 2 | 0.01% |
| Ipswich | 671 | 2 | 0.01% |
| Weybridge | 329 | 2 | 0.02% |
| Dublin | 3,461 | 1 | 0.00% |
| Rhly | 396 | 1 | 0.01% |
| Eastbourne | 305 | 1 | 0.01% |
| Gala | 104 | 1 | 0.03% |
| Dundee | 329 | 1 | 0.01% |
| Derry | 446 | 0 | 0.00% |
| Ryde | 123 | 0 | 0.00% |
| Carlisle | 381 | 0 | 0.00% |
| Perth | 146 | 0 | 0.00% |
| Inverness | 371 | 0 | 0.00% |
| Berwick | 31 | 0 | 0.00% |
| TOTAL | 25,564 | 319 | 0.04% |



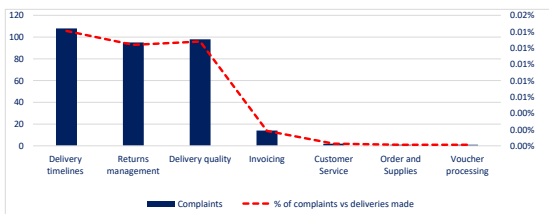
Number of Complaints - Year to Date

| Branch Split | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Total |
|--------------|------------|------------|------------|------------|------------|------------|----------|----------|----------|----------|----------|----------|--------------|
| Belfast | 2 | 3 | 0 | 0 | 0 | 3 | | | | | | | |
| Derry | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | |
| Ipswich | 0 | 2 | 0 | 5 | 2 | 2 | | | | | | | |
| Rhly | 1 | 2 | 0 | 0 | 1 | 1 | | | | | | | |
| Norwich | 1 | 0 | 0 | 2 | 4 | 2 | | | | | | | |
| Weybridge | 0 | 0 | 0 | 3 | 1 | 2 | | | | | | | |
| Maldstone | 7 | 18 | 13 | 20 | 7 | 7 | | | | | | | |
| Grays | 25 | 72 | 57 | 53 | 17 | 16 | | | | | | | |
| Eastbourne | 0 | 3 | 3 | 0 | 0 | 1 | | | | | | | |
| Portsmouth | 0 | 3 | 0 | 8 | 2 | 5 | | | | | | | |
| Ryde | 0 | 3 | 0 | 1 | 0 | 0 | | | | | | | |
| Preston | 28 | 18 | 13 | 11 | 14 | 2 | | | | | | | |
| Chester | 5 | 13 | 9 | 11 | 6 | 7 | | | | | | | |
| Stockton | 27 | 40 | 32 | 14 | 17 | 19 | | | | | | | |
| SEL | 51 | 64 | 54 | 34 | 12 | 14 | | | | | | | |
| Swansea | 4 | 6 | 4 | 2 | 3 | 10 | | | | | | | |
| Ashford | 4 | 19 | 18 | 6 | 11 | 11 | | | | | | | |
| Dublin | 5 | 3 | 4 | 2 | 5 | 1 | | | | | | | |
| Kendal | 0 | 1 | 7 | 3 | 0 | 3 | | | | | | | |
| Carlisle | 1 | 0 | 1 | 0 | 0 | 0 | | | | | | | |
| Irvine | 2 | 2 | 0 | 3 | 1 | 4 | | | | | | | |
| Aberdeen | 5 | 0 | 4 | 4 | 10 | 3 | | | | | | | |
| Linwood | 26 | 34 | 41 | 41 | 51 | 33 | | | | | | | |
| Newbridge | 61 | 36 | 35 | 37 | 12 | 9 | | | | | | | |
| Bow | 10 | 8 | 6 | 6 | 7 | 16 | | | | | | | |
| Gala | 0 | 0 | 0 | 2 | 0 | 1 | | | | | | | |
| Perth | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | |
| Dundee | 0 | 1 | 1 | 1 | 0 | 1 | | | | | | | |
| Inverness | 1 | 2 | 1 | 1 | 0 | 0 | | | | | | | |
| Wakefield | 63 | 46 | 73 | 89 | 50 | 68 | | | | | | | |
| Sheffield | 29 | 30 | 22 | 23 | 23 | 27 | | | | | | | |
| Hull | 40 | 39 | 42 | 33 | 24 | 28 | | | | | | | |
| York | 47 | 24 | 34 | 47 | 32 | 23 | | | | | | | |
| Berwick | 1 | 0 | 0 | 0 | 0 | 0 | | | | | | | |
| TOTAL | 446 | 492 | 473 | 461 | 312 | 319 | 0 | 0 | 0 | 0 | 0 | 0 | 2,503 |



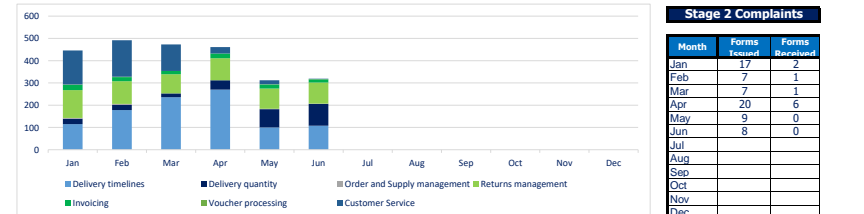
Complaints by Category (This Month)

| Category Split | Definition | Complaints | % of complaints vs deliveries made |
|--------------------|---|------------|------------------------------------|
| Delivery timelines | Late Delivery and RDT Changes | 108 | 0.01% |
| Returns management | Non-collection of Returns | 95 | 0.01% |
| Delivery quality | Shortages, incorrect delivery location, condition of supplies and driver issues | 98 | 0.01% |
| Invoicing | Discrepancies on Credit/Delivery Notes and non-receipt of paperwork | 14 | 0.00% |
| Customer Service | Communication issues and Complaint Handling | 2 | 0.00% |
| Order and Supplies | Supply issues affecting availability of titles or excess supplies | 1 | 0.00% |
| Voucher processing | Voucher scanning discrepancies | 1 | 0.00% |
| TOTAL | | 319 | 0.04% |



Number of Complaints - Year to Date

| Category Split | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Total |
|-----------------------------|------------|------------|------------|------------|------------|------------|----------|----------|----------|----------|----------|----------|--------------|
| Delivery timelines | 115 | 178 | 236 | 270 | 100 | 108 | 0 | 0 | 0 | 0 | 0 | 0 | 1,007 |
| Delivery quantity | 24 | 23 | 17 | 42 | 82 | 98 | 0 | 0 | 0 | 0 | 0 | 0 | 286 |
| Order and Supply management | 4 | 5 | 0 | 0 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 12 |
| Returns management | 125 | 102 | 86 | 99 | 91 | 95 | 0 | 0 | 0 | 0 | 0 | 0 | 598 |
| Invoicing | 24 | 18 | 15 | 21 | 18 | 14 | 0 | 0 | 0 | 0 | 0 | 0 | 110 |
| Voucher processing | 1 | 2 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 5 |
| Customer Service | 153 | 164 | 119 | 29 | 18 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 485 |
| TOTAL | 446 | 492 | 473 | 461 | 312 | 319 | 0 | 0 | 0 | 0 | 0 | 0 | 2,503 |



Stage 2 Complaints

| Month | Forms Returned | Forms Reopened |
|-------|----------------|----------------|
| Jan | 17 | 2 |
| Feb | 7 | 1 |
| Mar | 7 | 1 |
| Apr | 20 | 6 |
| May | 9 | 0 |
| Jun | 8 | 0 |
| Jul | | |
| Aug | | |
| Sep | | |
| Oct | | |
| Nov | | |
| Dec | | |