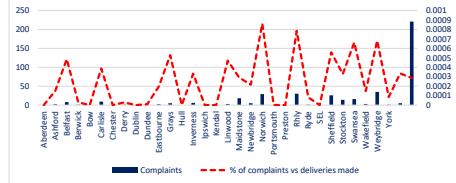


PDRP Complaints Tracker

Month Reported: **Dec-20**

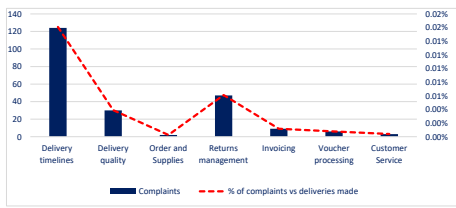
Complaints by Location (This Month)

Branch Split	No of Customers	Complaints	% of complaints vs deliveries made
Aberdeen	434	2	0.01%
Ashford	532	8	0.05%
Belfast	1,110	1	0.00%
Berwick	31	0	0.00%
Bow	748	9	0.04%
Carlisle	381	0	0.00%
Chester	1,119	1	0.00%
Derry	446	0	0.00%
Dublin	3,461	1	0.00%
Dundee	329	2	0.02%
Eastbourne	305	5	0.05%
Grays	762	0	0.00%
Hull	582	6	0.03%
Inverness	371	0	0.00%
Ipswich	671	0	0.00%
Kendal	206	3	0.05%
Linwood	1,993	18	0.03%
Maldstone	749	5	0.02%
Newbridge	1,087	29	0.09%
Norwich	524	0	0.00%
Portsmouth	446	0	0.00%
Preston	1,231	30	0.08%
Rhly	396	1	0.01%
Ryde	123	0	0.00%
SEL	1,504	26	0.06%
Sheffield	1,375	14	0.03%
Stockton	779	16	0.07%
Swansea	649	3	0.01%
Wakefield	1,657	35	0.07%
Weybridge	379	1	0.01%
York	481	5	0.03%
TOTAL	24,861	221	0.03%



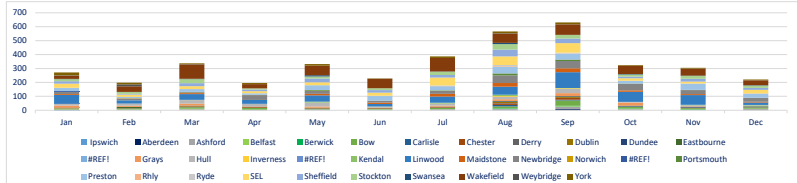
Complaints by Category (This Month)

Category Split	Definition	Complaints	% of complaints vs deliveries made
Delivery timelines	Late Delivery and RDT Changes	124	0.02%
Delivery quality	Shortages, incorrect delivery location, condition of supplies and driver issues	30	0.00%
Order and Supplies	Supply issues affecting availability of titles or excess supplies	2	0.00%
Returns management	Non-collection of Returns	47	0.01%
Invoicing	Discrepancies on Credit/Delivery Notes and non-receipt of paperwork	9	0.00%
Voucher processing	Voucher scanning discrepancies	6	0.00%
Customer Service	Communication issues and Complain Handling	3	0.00%
TOTAL		221	0.03%



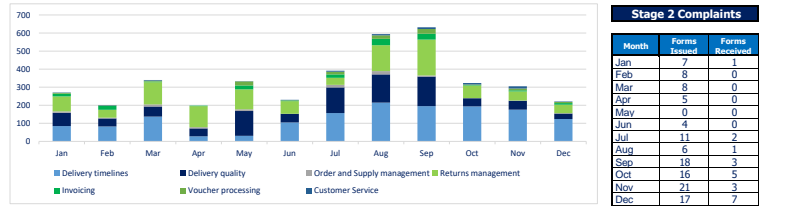
Number of Complaints - Year to Date

Branch Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Aberdeen	0	1	0	2	1	2	2	4	9	1	0	2	24
Ashford	3	3	8	0	2	2	6	5	16	7	2	8	62
Belfast	0	1	3	1	1	0	0	2	5	2	0	1	16
Berwick	0	0	0	0	1	1	0	4	2	3	4	0	15
Bow	8	5	11	15	3	6	9	13	39	11	9	9	138
Carlisle	0	0	1	0	1	0	1	10	5	1	0	0	19
Chester	2	0	5	6	3	5	5	12	13	1	3	1	56
Derry	0	0	1	0	0	1	2	0	0	0	0	0	4
Dublin	2	3	2	1	3	0	1	8	8	1	1	1	31
Dundee	0	1	1	1	1	0	1	5	3	4	6	2	25
Eastbourne	0	10	2	0	2	1	0	2	2	2	0	5	26
Grays	17	8	14	2	9	3	7	12	21	22	4	0	119
Hull	12	15	25	17	28	6	15	18	31	4	7	6	184
Inverness	0	1	1	1	0	0	0	5	4	1	0	0	13
Ipswich	0	0	2	2	0	0	0	1	1	0	0	0	6
Kendal	1	0	1	0	7	1	6	10	2	0	3	3	34
Linwood	63	24	41	28	45	18	45	57	113	73	70	18	595
Maldstone	6	0	7	0	11	10	19	27	28	10	7	5	130
Newbridge	19	13	6	35	21	12	21	55	33	47	29	29	340
Norwich	0	2	1	2	2	0	1	0	0	0	0	0	8
Portsmouth	0	0	2	0	5	2	3	14	10	2	2	0	40
Preston	24	9	20	11	34	33	30	48	41	19	44	30	343
Rhly	1	1	1	1	0	0	0	5	4	1	0	0	14
Ryde	0	0	0	0	0	1	3	8	6	1	1	0	20
SEL	29	16	20	15	21	22	57	62	69	18	14	26	369
Sheffield	18	5	22	12	27	18	18	49	33	12	20	14	248
Stockton	15	13	29	8	15	13	24	39	26	15	20	16	233
Swansea	1	1	2	0	9	0	2	9	1	3	3	3	34
Wakefield	23	40	103	31	69	67	97	67	75	61	50	35	718
Weybridge	3	14	2	0	0	1	0	3	1	0	1	1	26
York	21	12	6	8	11	3	11	12	13	4	5	5	111
TOTAL	268	198	339	198	332	229	387	567	632	325	305	221	4,001



Number of Complaints - Year to Date

Category Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Delivery timelines	85	83	137	28	31	105	157	215	195	194	176	124	1,530
Delivery quality	73	44	56	44	137	48	142	156	164	45	49	30	988
Order and Supply management	8	4	12	7	10	0	14	18	6	1	1	2	83
Returns management	83	44	123	116	110	70	39	144	199	69	51	47	1,095
Invoicing	15	22	3	3	22	3	19	35	32	3	6	9	172
Voucher processing	5	2	6	0	22	2	15	19	26	3	10	6	116
Customer Service	2	2	3	0	1	2	5	7	10	8	12	3	55
TOTAL	271	201	340	198	333	230	391	594	632	323	305	221	4,039



Stage 2 Complaints

Month	Forms Issued	Forms Received
Jan	7	1
Feb	8	0
Mar	8	0
Apr	5	0
May	0	0
Jun	4	0
Jul	11	2
Aug	6	1
Sep	18	3
Oct	16	5
Nov	21	3
Dec	17	7