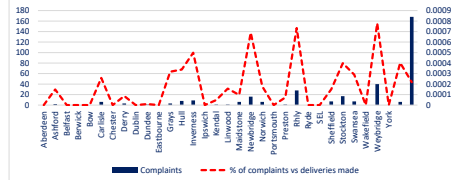


PDRP Complaints Tracker

Month Reported **Apr-21**

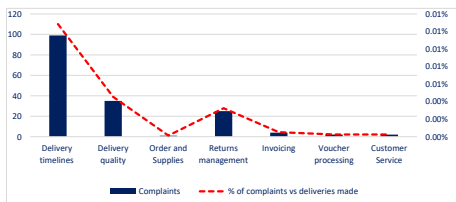
Complaints by Location (This Month)

| Branch Split | No of Customers | Complaints | % of complaints vs deliveries made |
|--------------|-----------------|------------|------------------------------------|
| Aberdeen | 434 | 2 | 0.01% |
| Ashford | 532 | 0 | 0.00% |
| Belfast | 1,110 | 0 | 0.00% |
| Berwick | 31 | 0 | 0.00% |
| Bow | 748 | 6 | 0.03% |
| Carlisle | 381 | 0 | 0.00% |
| Chester | 1,119 | 3 | 0.01% |
| Derry | 446 | 0 | 0.00% |
| Dublin | 3,461 | 1 | 0.00% |
| Dundee | 329 | 0 | 0.00% |
| Eastbourne | 305 | 3 | 0.03% |
| Grays | 762 | 8 | 0.03% |
| Hull | 582 | 9 | 0.05% |
| Inverness | 371 | 0 | 0.00% |
| Ipswich | 671 | 1 | 0.00% |
| Kendal | 206 | 1 | 0.02% |
| Linwood | 1,993 | 6 | 0.01% |
| Maldstone | 749 | 16 | 0.07% |
| Newbridge | 1,087 | 6 | 0.02% |
| Norwich | 524 | 0 | 0.00% |
| Portsmouth | 446 | 1 | 0.01% |
| Preston | 1,231 | 28 | 0.07% |
| Rhly | 395 | 0 | 0.00% |
| Ryde | 123 | 0 | 0.00% |
| SEL | 1,504 | 7 | 0.02% |
| Sheffield | 1,375 | 17 | 0.04% |
| Stockton | 779 | 7 | 0.03% |
| Swansea | 649 | 0 | 0.00% |
| Wakefield | 1,657 | 40 | 0.08% |
| Weybridge | 379 | 0 | 0.00% |
| York | 481 | 6 | 0.04% |
| TOTAL | 24,861 | 168 | 0.02% |



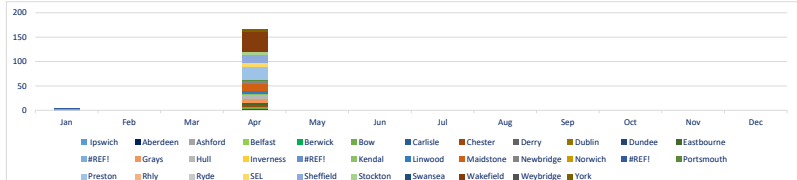
Complaints by Category (This Month)

| Category Split | Definition | Complaints | % of complaints vs deliveries made |
|---------------------|---|------------|------------------------------------|
| Delivery timeliness | Late Delivery and RDT Changes | 99 | 0.01% |
| Delivery quality | Shortages, incorrect delivery location, condition of supplies and driver issues | 35 | 0.00% |
| Order and Supplies | Supply issues affecting availability of titles or excess supplies | 1 | 0.00% |
| Returns management | Non-collection of Returns | 25 | 0.00% |
| Invoicing | Discrepancies on Credit/Delivery Notes and non-receipt of paperwork | 4 | 0.00% |
| Voucher processing | Voucher scanning discrepancies | 2 | 0.00% |
| Customer Service | Communication issues and Complaint Handling | 2 | 0.00% |
| TOTAL | | 168 | 0.02% |



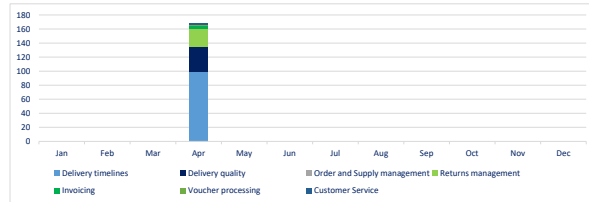
Number of Complaints - Year to Date

| Branch Split | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Total |
|--------------|----------|----------|----------|------------|----------|----------|----------|----------|----------|----------|----------|----------|------------|
| Aberdeen | | | | 2 | | | | | | | | | 2 |
| Ashford | | | | 0 | | | | | | | | | 0 |
| Belfast | | | | 0 | | | | | | | | | 0 |
| Berwick | | | | 0 | | | | | | | | | 0 |
| Bow | | | | 6 | | | | | | | | | 6 |
| Carlisle | | | | 0 | | | | | | | | | 0 |
| Chester | | | | 3 | | | | | | | | | 3 |
| Derry | | | | 0 | | | | | | | | | 0 |
| Dublin | | | | 1 | | | | | | | | | 1 |
| Dundee | | | | 0 | | | | | | | | | 0 |
| Eastbourne | | | | 3 | | | | | | | | | 3 |
| Grays | | | | 8 | | | | | | | | | 8 |
| Hull | | | | 9 | | | | | | | | | 9 |
| Inverness | | | | 0 | | | | | | | | | 0 |
| Ipswich | | | | 1 | | | | | | | | | 1 |
| Kendal | | | | 1 | | | | | | | | | 1 |
| Linwood | | | | 6 | | | | | | | | | 6 |
| Maldstone | | | | 16 | | | | | | | | | 16 |
| Newbridge | | | | 6 | | | | | | | | | 6 |
| Norwich | | | | 0 | | | | | | | | | 0 |
| Portsmouth | | | | 1 | | | | | | | | | 1 |
| Preston | | | | 28 | | | | | | | | | 28 |
| Rhly | | | | 0 | | | | | | | | | 0 |
| Ryde | | | | 0 | | | | | | | | | 0 |
| SEL | | | | 7 | | | | | | | | | 7 |
| Sheffield | | | | 17 | | | | | | | | | 17 |
| Stockton | | | | 7 | | | | | | | | | 7 |
| Swansea | | | | 0 | | | | | | | | | 0 |
| Wakefield | | | | 40 | | | | | | | | | 40 |
| Weybridge | | | | 0 | | | | | | | | | 0 |
| York | | | | 6 | | | | | | | | | 6 |
| TOTAL | 0 | 0 | 0 | 168 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 168 |



Number of Complaints - Year to Date

| Category Split | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Total |
|-----------------------------|----------|----------|----------|------------|----------|----------|----------|----------|----------|----------|----------|----------|------------|
| Delivery timeliness | | | | 99 | | | | | | | | | 99 |
| Delivery quality | | | | 35 | | | | | | | | | 35 |
| Order and Supply management | | | | 1 | | | | | | | | | 1 |
| Returns management | | | | 25 | | | | | | | | | 25 |
| Invoicing | | | | 4 | | | | | | | | | 4 |
| Voucher processing | | | | 2 | | | | | | | | | 2 |
| Customer Service | | | | 2 | | | | | | | | | 2 |
| TOTAL | 0 | 0 | 0 | 168 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 168 |



Stage 2 Complaints

| Month | Forms Issued | Forms Received |
|-------|--------------|----------------|
| Jan | | |
| Feb | | |
| Mar | | |
| Apr | 19 | 4 |
| May | | |
| Jun | | |
| Jul | | |
| Aug | | |
| Sep | | |
| Oct | | |
| Nov | | |
| Dec | | |