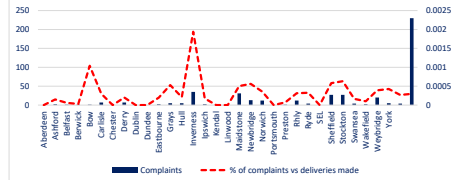


PDRP Complaints Tracker

Month Reported **Aug-21**

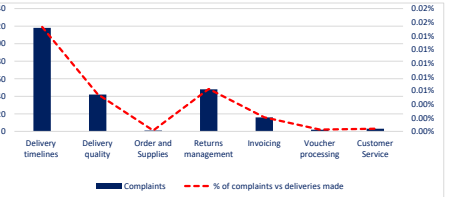
Complaints by Location (This Month)

Branch Split	No of Customers	Complaints	% of complaints vs deliveries made
Aberdeen	434	2	0.01%
Ashford	532	1	0.01%
Belfast	1,110	1	0.00%
Berwick	31	1	0.10%
Bow	748	7	0.03%
Carlisle	381	0	0.00%
Chester	1,119	7	0.02%
Derry	446	0	0.00%
Dublin	3,461	0	0.00%
Dundee	329	2	0.02%
Eastbourne	305	5	0.05%
Grays	762	5	0.02%
Hull	582	35	0.19%
Inverness	371	2	0.02%
Ipswich	671	0	0.00%
Kendal	206	0	0.00%
Linwood	1,993	31	0.05%
Maldstone	749	13	0.06%
Newbridge	1,087	12	0.04%
Norwich	524	0	0.00%
Portsmouth	446	1	0.01%
Preston	1,231	12	0.03%
Rhly	395	4	0.03%
Ryde	123	0	0.00%
SEL	1,504	27	0.06%
Sheffield	1,375	27	0.06%
Stockton	779	4	0.02%
Swansea	549	2	0.01%
Wakefield	1,657	20	0.04%
Weybridge	379	5	0.04%
York	481	4	0.03%
TOTAL	24,861	230	0.03%



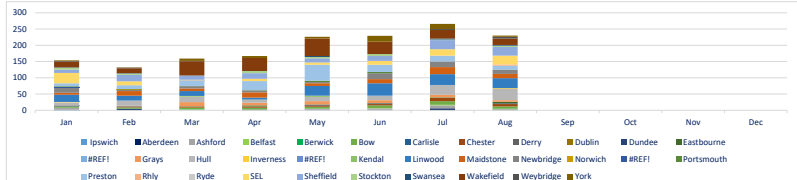
Complaints by Category (This Month)

Category Split	Definition	Complaints	% of complaints vs deliveries made
Delivery timelines	Late Delivery and RDT Changes	118	0.02%
Delivery quality	Shortages, incorrect delivery location, condition of supplies and driver issues	42	0.01%
Order and Supplies	Supply issues affecting availability of titles or excess supplies	1	0.00%
Returns management	Non-collection of Returns	48	0.01%
Invoicing	Discrepancies on Credit/Delivery Notes and non-receipt of paperwork	16	0.00%
Voucher processing	Voucher scanning discrepancies	2	0.00%
Customer Service	Communication issues and Complaint Handling	3	0.00%
TOTAL		230	0.03%



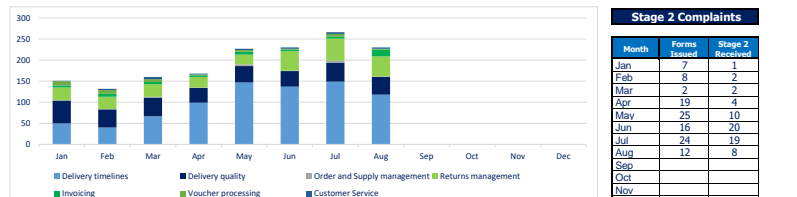
Number of Complaints - Year to Date

Branch Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Aberdeen	0	5	0	2	2	1	6	2					18
Ashford	7	0	1	0	3	5	9	1					26
Belfast	0	0	1	0	0	1	2	1					5
Berwick	0	0	1	0	0	0	0	1					2
Bow	3	4	4	6	6	8	11	7					49
Carlisle	0	0	0	0	0	0	0	0					0
Chester	0	1	2	3	4	4	10	7					31
Derry	0	0	0	0	0	0	0	0					0
Dublin	0	0	1	1	0	0	1	0					3
Dundee	1	2	0	0	2	2	0	2					9
Eastbourne	1	0	2	3	1	1	1	5					14
Grays	1	2	13	8	10	9	8	5					56
Hull	9	16	16	9	13	14	30	35					142
Inverness	1	0	1	0	0	0	0	2					4
Ipswich	1	0	1	1	1	1	0	0					5
Kendal	0	0	2	1	4	0	0	0					7
Linwood	22	15	15	6	30	38	33	31					190
Maldstone	6	14	8	16	8	13	22	13					100
Newbridge	17	4	7	6	4	18	17	12					85
Norwich	0	1	0	0	0	0	0	0					1
Portsmouth	2	1	1	1	4	4	0	1					14
Preston	9	12	16	28	49	22	18	12					166
Rhly	0	0	1	0	0	0	0	4					5
Ryde	0	0	1	0	0	0	0	0					1
SEL	32	12	1	7	7	12	20	27					118
Sheffield	10	20	13	17	13	15	28	27					143
Stockton	6	4	0	7	4	6	2	4					33
Swansea	1	1	0	0	3	0	3	2					10
Wakefield	18	15	44	40	54	38	26	20					255
Weybridge	2	2	1	0	0	0	3	5					13
York	2	1	7	6	5	18	16	4					59
TOTAL	151	132	160	168	227	230	266	230	0	0	0	0	1,564



Number of Complaints - Year to Date

Category Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Delivery timelines	50	40	67	99	147	137	149	118					807
Delivery quality	54	43	44	35	39	37	45	42					339
Order and Supply management			2	1	4	1	5	1					16
Returns management	1	1	30	25	23	46	52	48					283
Invoicing	5	7	5	4	7	4	5	16					53
Voucher processing	10	9	7	2	4	2	6	2					42
Customer Service	1	3	5	2	3	3	4	3					24
TOTAL	151	132	160	168	227	230	266	230	0	0	0	0	1,564



Stage 2 Complaints

Month	Forms Issued	Stage 2 Received
Jan	7	1
Feb	8	2
Mar	2	2
Apr	19	4
May	25	10
Jun	16	20
Jul	24	19
Aug	12	8
Sep		
Oct		
Nov		
Dec		