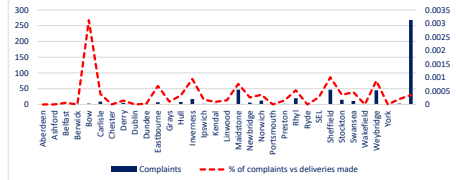


# PDRP Complaints Tracker

Month Reported: **Oct-21**

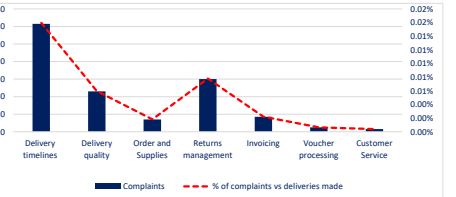
## Complaints by Location (This Month)

Branch Split	No of Customers	Complaints	% of complaints vs deliveries made
Aberdeen	434	0	0.00%
Ashford	532	1	0.01%
Belfast	1,110	0	0.00%
Berwick	31	3	0.31%
Bow	748	9	0.04%
Carlisle	381	0	0.00%
Chester	1,119	5	0.01%
Derry	446	0	0.00%
Dublin	3,461	3	0.00%
Dundee	329	7	0.07%
Eastbourne	305	1	0.01%
Grays	762	8	0.03%
Hull	582	17	0.09%
Inverness	371	2	0.02%
Ipswich	671	2	0.01%
Kendal	206	1	0.02%
Linwood	1,993	47	0.08%
Maldstone	749	6	0.03%
Newbridge	1,087	12	0.04%
Norwich	524	0	0.00%
Portsmouth	446	2	0.01%
Preston	1,231	20	0.05%
Rhyl	396	0	0.00%
Ryde	123	1	0.03%
SEL	1,504	47	0.10%
Sheffield	1,375	15	0.04%
Stockton	779	11	0.05%
Swansea	649	0	0.00%
Wakefield	1,657	45	0.09%
Weybridge	379	0	0.00%
York	481	3	0.02%
<b>TOTAL</b>	<b>24,861</b>	<b>268</b>	<b>0.03%</b>



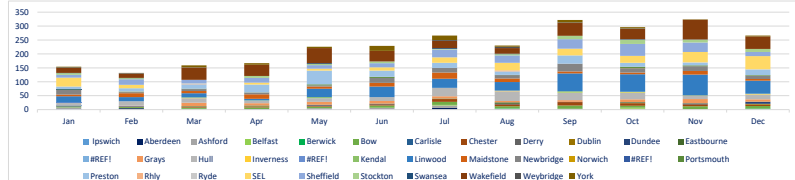
## Complaints by Category (This Month)

Category Split	Definition	Complaints	% of complaints vs deliveries made
Delivery timelines	Late Delivery and RDT Changes	123	0.02%
Delivery quality	Shortages, incorrect delivery location, condition of supplies and driver issues	46	0.01%
Order and Supplies	Supply issues affecting availability of titles or excess supplies	14	0.00%
Returns management	Non-collection of Returns	60	0.01%
Invoicing	Discrepancies on Credit/Delivery Notes and non-receipt of paperwork	17	0.00%
Voucher processing	Voucher scanning discrepancies	5	0.00%
Customer Service	Communication issues and Complaint Handling	3	0.00%
<b>TOTAL</b>		<b>268</b>	<b>0.04%</b>



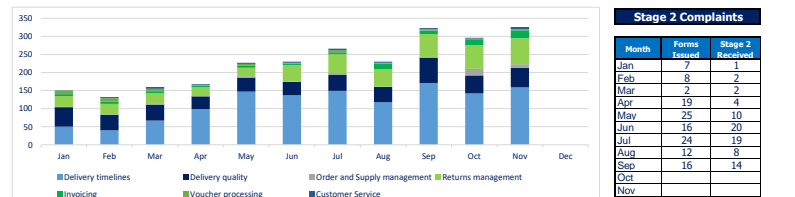
## Number of Complaints - Year to Date

Branch Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Aberdeen	0	5	0	2	2	1	6	2	1	1	0	0	20
Ashford	7	0	1	0	3	5	9	1	2	2	0	1	31
Belfast	0	0	1	0	0	1	2	1	0	4	0	0	9
Berwick	0	0	1	0	0	0	0	1	0	0	1	3	6
Bow	3	4	4	6	6	8	11	7	12	7	11	9	88
Carlisle	0	0	0	0	0	0	0	0	0	0	0	0	0
Chester	0	1	2	3	4	4	10	7	12	9	7	5	64
Derry	0	0	0	0	0	0	0	0	0	0	0	0	0
Dublin	0	0	1	1	0	0	1	0	0	1	0	3	7
Dundee	1	2	0	0	2	2	0	2	1	1	3	7	21
Eastbourne	1	0	2	3	1	1	1	5	0	2	1	1	18
Grays	1	2	13	8	10	9	8	5	6	10	15	8	95
Hull	9	16	16	9	13	14	30	35	26	23	11	17	219
Inverness	1	0	1	0	0	0	0	2	1	2	1	2	10
Ipswich	1	0	1	1	1	1	0	0	1	0	2	2	10
Kendal	0	0	2	1	4	0	0	0	5	2	1	1	16
Linwood	22	15	15	6	30	38	33	31	64	63	75	47	439
Maldstone	6	14	8	16	8	13	22	13	7	6	13	6	132
Newbridge	17	4	7	6	4	18	17	12	28	16	17	12	158
Norwich	0	1	0	0	0	0	0	0	1	0	0	0	2
Portsmouth	2	1	1	1	4	4	0	1	0	4	3	2	23
Preston	9	12	16	28	49	22	18	12	30	14	10	20	240
Rhyl	0	0	1	0	0	0	0	4	0	0	0	0	5
Ryde	0	0	1	0	0	0	0	0	0	0	1	1	3
SEL	32	12	1	7	7	12	20	27	24	25	37	47	251
Sheffield	10	20	13	17	13	15	28	27	34	43	34	15	269
Stockton	6	4	0	7	4	6	2	4	12	15	10	11	81
Swansea	1	1	0	0	3	0	3	2	0	2	1	0	13
Wakefield	18	15	44	40	54	38	26	20	46	37	71	45	454
Weybridge	2	2	1	0	0	0	3	5	2	2	0	0	17
York	2	1	7	6	5	18	16	4	9	4	1	3	76
<b>TOTAL</b>	<b>151</b>	<b>132</b>	<b>160</b>	<b>168</b>	<b>227</b>	<b>230</b>	<b>266</b>	<b>230</b>	<b>323</b>	<b>296</b>	<b>326</b>	<b>268</b>	<b>2,777</b>



## 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	171	142	159		1,279
Delivery quality	54	43	44	35	39	37	45	42	70	50	54		513
Order and Supply management	1	1	2	1	4	1	5	1	2	18	10		46
Returns management	30	29	30	25	23	46	52	48	63	66	72		484
Invoicing	5	7	5	4	7	4	5	16	10	14	22		99
Voucher processing	10	9	7	2	4	2	6	2	4	4	3		53
Customer Service	1	3	5	2	3	3	4	3	3	2	6		35
<b>TOTAL</b>	<b>151</b>	<b>132</b>	<b>160</b>	<b>168</b>	<b>227</b>	<b>230</b>	<b>266</b>	<b>230</b>	<b>323</b>	<b>296</b>	<b>326</b>	<b>0</b>	<b>2,509</b>



## 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	16	14
Oct		
Nov		
Dec		