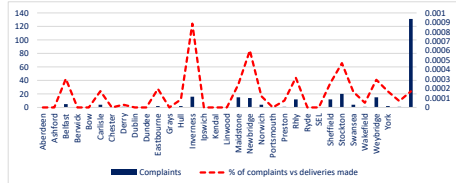


# PDRP Complaints Tracker

Month Reported: **Feb-21**

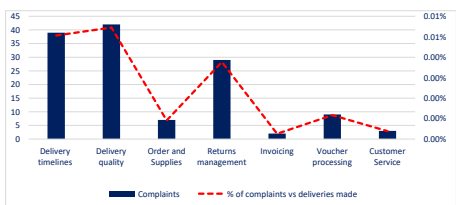
## Complaints by Location (This Month)

Branch Split	No of Customers	Complaints	% of complaints vs deliveries made
Aberdeen	434	0	0.00%
Ashford	532	5	0.03%
Belfast	1,110	0	0.00%
Berwick	31	0	0.00%
Bow	748	4	0.02%
Carlisle	381	0	0.00%
Chester	1,119	1	0.00%
Derry	446	0	0.00%
Dublin	3,461	0	0.00%
Dundee	329	2	0.02%
Eastbourne	305	0	0.00%
Grays	762	2	0.01%
Hull	582	16	0.09%
Inverness	371	0	0.00%
Ipswich	671	0	0.00%
Kendal	206	0	0.00%
Linwood	1,993	15	0.02%
Maldstone	749	14	0.06%
Newbridge	1,087	4	0.01%
Norwich	524	0	0.00%
Portsmouth	446	1	0.01%
Preston	1,231	12	0.03%
Rhly	396	0	0.00%
Ryde	123	0	0.00%
SEL	1,504	12	0.03%
Sheffield	1,375	20	0.05%
Stockton	779	4	0.02%
Swansea	649	1	0.00%
Wakefield	1,657	15	0.03%
Weybridge	379	2	0.02%
York	481	1	0.01%
<b>TOTAL</b>	<b>24,861</b>	<b>131</b>	<b>0.02%</b>



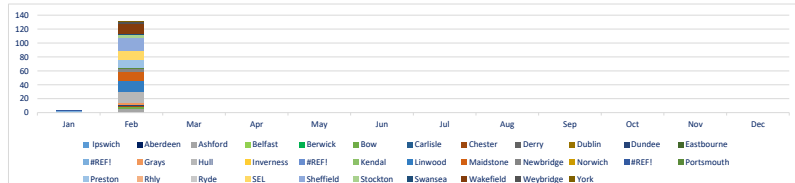
## Complaints by Category (This Month)

Category Split	Definition	Complaints	% of complaints vs deliveries made
Delivery timeliness	Late Delivery and RDT Changes	39	0.01%
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	7	0.00%
Returns management	Non-collection of Returns	29	0.00%
Invoicing	Discrepancies on Credit/Delivery Notes and non-receipt of paperwork	2	0.00%
Voucher processing	Voucher scanning discrepancies	9	0.00%
Customer Service	Communication issues and Complaint Handling	3	0.00%
<b>TOTAL</b>		<b>131</b>	<b>0.02%</b>



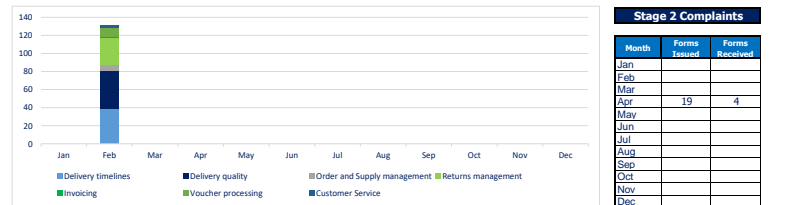
## Number of Complaints - Year to Date

Branch Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Aberdeen		0											0
Ashford		5											5
Belfast		0											0
Berwick		0											0
Bow		4											4
Carlisle		0											0
Chester		1											1
Derry		0											0
Dublin		0											0
Dundee		2											2
Eastbourne		0											0
Grays		2											2
Hull		16											16
Inverness		0											0
Ipswich		0											0
Kendal		0											0
Linwood		15											15
Maldstone		14											14
Newbridge		4											4
Norwich		0											0
Portsmouth		1											1
Preston		12											12
Rhly		0											0
Ryde		0											0
SEL		12											12
Sheffield		20											20
Stockton		4											4
Swansea		1											1
Wakefield		15											15
Weybridge		2											2
York		1											1
<b>TOTAL</b>	<b>0</b>	<b>131</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>131</b>



## Number of Complaints - Year to Date

Category Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Delivery timeliness		39											39
Delivery quality		42											42
Order and Supply management		7											7
Returns management		29											29
Invoicing		2											2
Voucher processing		9											9
Customer Service		3											3
<b>TOTAL</b>	<b>0</b>	<b>131</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>131</b>



## Stage 2 Complaints

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