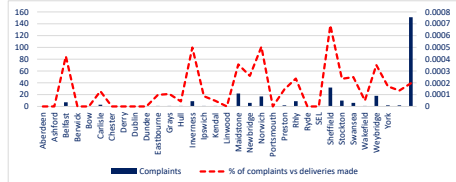


PDRP Complaints Tracker

Month Reported: **Jan-21**

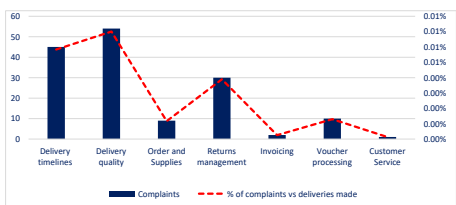
Complaints by Location (This Month)

Branch Split	No of Customers	Complaints	% of complaints vs deliveries made
Aberdeen	434	0	0.00%
Ashford	532	7	0.04%
Belfast	1,110	0	0.00%
Berwick	31	0	0.00%
Bow	748	3	0.01%
Carlisle	381	0	0.00%
Chester	1,119	0	0.00%
Derry	446	0	0.00%
Dublin	3,461	0	0.00%
Dundee	329	1	0.01%
Eastbourne	305	1	0.01%
Grays	762	1	0.00%
Hull	582	9	0.05%
Inverness	371	1	0.01%
Ipswich	671	1	0.00%
Kendal	206	0	0.00%
Linwood	1,993	22	0.04%
Maldstone	749	6	0.03%
Newbridge	1,087	17	0.05%
Norwich	524	0	0.00%
Portsmouth	446	2	0.01%
Preston	1,231	9	0.02%
Rhly	396	0	0.00%
Ryde	123	0	0.00%
SEL	1,504	32	0.07%
Sheffield	1,375	10	0.02%
Stockton	779	6	0.02%
Swansea	649	1	0.00%
Wakefield	1,657	18	0.04%
Weybridge	379	2	0.02%
York	481	2	0.01%
TOTAL	24,861	151	0.02%



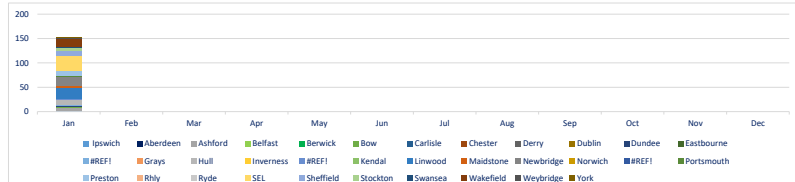
Complaints by Category (This Month)

Category Split	Definition	Complaints	% of complaints vs deliveries made
Delivery timeliness	Late Delivery and RDT Changes	45	0.01%
Delivery quality	Shortages, incorrect delivery location, condition of supplies and driver issues	54	0.01%
Order and Supplies	Supply issues affecting availability of titles or excess supplies	9	0.00%
Returns management	Non-collection of Returns	30	0.00%
Invoicing	Discrepancies on Credit/Delivery Notes and non-receipt of paperwork	2	0.00%
Voucher processing	Voucher scanning discrepancies	10	0.00%
Customer Service	Communication issues and Complaint Handling	1	0.00%
TOTAL		151	0.02%



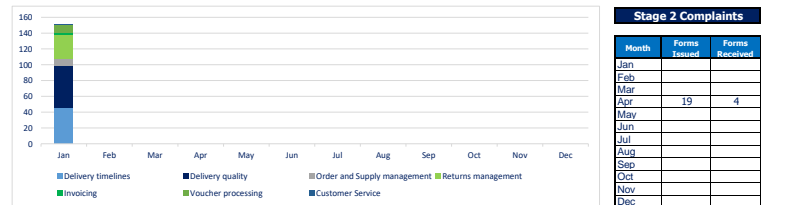
Number of Complaints - Year to Date

Branch Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Aberdeen	0												0
Ashford	7												7
Belfast	0												0
Berwick	0												0
Bow	3												3
Carlisle	0												0
Chester	0												0
Derry	0												0
Dublin	0												0
Dundee	1												1
Eastbourne	1												1
Grays	1												1
Hull	9												9
Inverness	1												1
Ipswich	1												1
Kendal	0												0
Linwood	22												22
Maldstone	6												6
Newbridge	17												17
Norwich	0												0
Portsmouth	2												2
Preston	9												9
Rhly	0												0
Ryde	0												0
SEL	32												32
Sheffield	10												10
Stockton	6												6
Swansea	1												1
Wakefield	18												18
Weybridge	2												2
York	2												2
TOTAL	151	0	0	0	0	0	0	0	0	0	0	0	151



Number of Complaints - Year to Date

Category Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Delivery timeliness	45												45
Delivery quality	54												54
Order and Supply management	9												9
Returns management	30												30
Invoicing	2												2
Voucher processing	10												10
Customer Service	1												1
TOTAL	151	0	0	0	0	0	0	0	0	0	0	0	151



Stage 2 Complaints

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