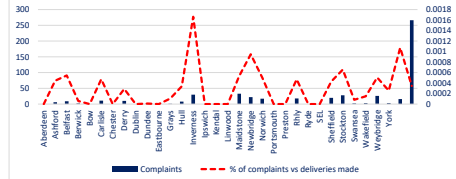


# PDRP Complaints Tracker

Month Reported **Mar-21**

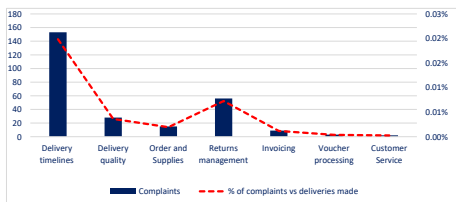
## Complaints by Location (This Month)

Branch Split	No of Customers	Complaints	% of complaints vs deliveries made
Aberdeen	434	6	0.04%
Ashford	532	9	0.05%
Belfast	1,110	2	0.01%
Berwick	31	0	0.00%
Bow	748	11	0.05%
Carlisle	381	0	0.00%
Chester	1,119	10	0.03%
Derry	446	0	0.00%
Dublin	3,461	1	0.00%
Dundee	329	0	0.00%
Eastbourne	305	1	0.01%
Grays	762	8	0.03%
Hull	582	30	0.17%
Inverness	371	0	0.00%
Ipswich	671	0	0.00%
Kendal	206	0	0.00%
Linwood	1,993	33	0.05%
Maldstone	749	22	0.09%
Newbridge	1,087	17	0.05%
Norwich	524	0	0.00%
Portsmouth	446	0	0.00%
Preston	1,231	18	0.05%
Rhly	395	0	0.00%
Ryde	123	0	0.00%
SEL	1,504	20	0.04%
Sheffield	1,375	28	0.07%
Stockton	779	2	0.01%
Swansea	649	3	0.01%
Wakefield	1,657	26	0.05%
Weybridge	379	3	0.03%
York	481	16	0.11%
<b>TOTAL</b>	<b>24,861</b>	<b>266</b>	<b>0.03%</b>



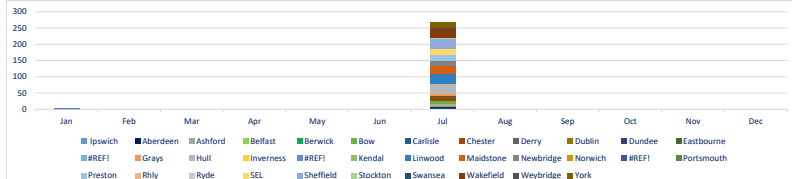
## Complaints by Category (This Month)

Category Split	Definition	Complaints	% of complaints vs deliveries made
Delivery timelines	Late Delivery and RDT Changes	153	0.02%
Delivery quality	Shortages, incorrect delivery location, condition of supplies and driver issues	28	0.00%
Order and Supplies	Supply issues affecting availability of titles or excess supplies	15	0.00%
Returns management	Non-collection of Returns	56	0.01%
Invoicing	Discrepancies on Credit/Delivery Notes and non-receipt of paperwork	9	0.00%
Voucher processing	Voucher scanning discrepancies	3	0.00%
Customer Service	Communication issues and Complaint Handling	2	0.00%
<b>TOTAL</b>		<b>266</b>	<b>0.04%</b>



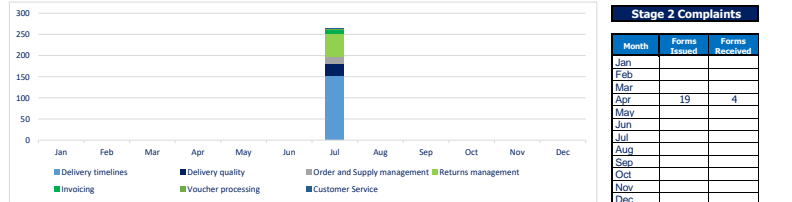
## Number of Complaints - Year to Date

Branch Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Aberdeen							6						6
Ashford							9						9
Belfast							2						2
Berwick							0						0
Bow							11						11
Carlisle							0						0
Chester							10						10
Derry							0						0
Dublin							1						1
Dundee							0						0
Eastbourne							1						1
Grays							8						8
Hull							30						30
Inverness							0						0
Ipswich							0						0
Kendal							0						0
Linwood							33						33
Maldstone							22						22
Newbridge							17						17
Norwich							0						0
Portsmouth							0						0
Preston							18						18
Rhly							0						0
Ryde							0						0
SEL							20						20
Sheffield							28						28
Stockton							2						2
Swansea							3						3
Wakefield							26						26
Weybridge							3						3
York							16						16
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>266</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>266</b>



## Number of Complaints - Year to Date

Category Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Delivery timelines							153						153
Delivery quality							28						28
Order and Supply management							15						15
Returns management							56						56
Invoicing							9						9
Voucher processing							3						3
Customer Service							2						2
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>266</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>266</b>



## Stage 2 Complaints

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