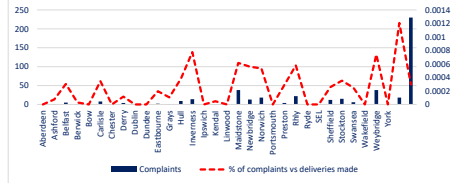


PDRP Complaints Tracker

Month Reported: **Jun-21**

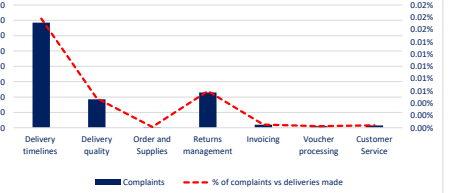
Complaints by Location (This Month)

Branch Split	No of Customers	Complaints	% of complaints vs deliveries made
Aberdeen	434	1	0.01%
Ashford	532	5	0.03%
Belfast	1,110	1	0.00%
Berwick	31	0	0.00%
Bow	748	8	0.03%
Carlisle	381	0	0.00%
Chester	1,119	4	0.01%
Derry	446	0	0.00%
Dublin	3,461	0	0.00%
Dundee	329	2	0.02%
Eastbourne	305	1	0.01%
Grays	762	9	0.04%
Hull	582	14	0.08%
Inverness	371	0	0.00%
Ipswich	671	1	0.00%
Kendal	206	0	0.00%
Linwood	1,993	38	0.06%
Maldstone	749	13	0.06%
Newbridge	1,087	18	0.05%
Norwich	524	0	0.00%
Portsmouth	446	4	0.03%
Preston	1,231	22	0.06%
Rhly	396	0	0.00%
Ryde	123	0	0.00%
SEL	1,504	12	0.03%
Sheffield	1,375	15	0.04%
Stockton	779	6	0.02%
Swansea	649	0	0.00%
Wakefield	1,657	38	0.07%
Weybridge	379	0	0.00%
York	481	18	0.12%
TOTAL	24,861	230	0.03%



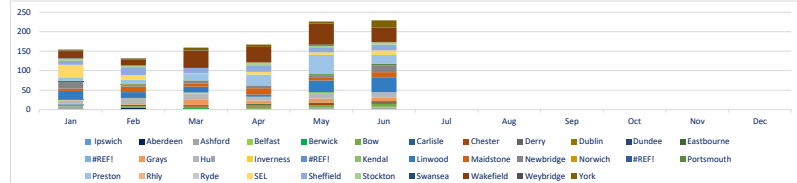
Complaints by Category (This Month)

Category Split	Definition	Complaints	% of complaints vs deliveries made
Delivery timeliness	Late Delivery and RDT Changes	137	0.02%
Delivery quality	Shortages, incorrect delivery location, condition of supplies and driver issues	37	0.00%
Order and Supplies	Supply issues affecting availability of titles or excess supplies	1	0.00%
Returns management	Non-collection of Returns	46	0.01%
Invoicing	Discrepancies on Credit/Delivery Notes and non-receipt of paperwork	4	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							10
Ashford	7	0	1	0	3	5							16
Belfast	0	0	1	0	0	1							2
Berwick	0	0	1	0	0	0							1
Bow	3	4	4	6	6	8							31
Carlisle	0	0	0	0	0	0							0
Chester	0	1	2	3	4	4							14
Derry	0	0	0	0	0	0							0
Dublin	0	0	1	1	0	0							2
Dundee	1	2	0	0	2	2							7
Eastbourne	1	0	2	3	1	1							8
Grays	1	2	13	8	10	9							43
Hull	9	16	16	9	13	14							77
Inverness	1	0	1	0	0	0							2
Ipswich	1	0	1	1	1	1							5
Kendal	0	0	2	1	4	0							7
Linwood	22	15	15	6	30	38							126
Maldstone	6	14	8	16	8	13							65
Newbridge	17	4	7	6	4	18							56
Norwich	0	1	0	0	0	0							1
Portsmouth	2	1	1	1	4	4							13
Preston	9	12	16	28	49	22							136
Rhly	0	0	1	0	0	0							1
Ryde	0	0	1	0	0	0							1
SEL	32	12	1	7	7	12							71
Sheffield	10	20	13	17	13	15							88
Stockton	6	4	0	7	4	6							27
Swansea	1	1	0	0	3	0							5
Wakefield	18	15	44	40	54	38							209
Weybridge	2	2	1	0	0	0							5
York	2	1	7	6	5	18							39
TOTAL	151	132	160	168	227	230	0	0	0	0	0	0	1,068



Number of Complaints - Year to Date

Category Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Delivery timeliness	50	40	67	99	147	137							540
Delivery quality	54	43	44	35	39	37							252
Order and Supply management	1	1	2	1	4	1							10
Returns management	30	29	30	25	23	46							183
Invoicing	5	7	5	4	7	4							32
Voucher processing	10	9	7	2	4	2							34
Customer Service	1	3	5	2	3	3							17
TOTAL	151	132	160	168	227	230	0	0	0	0	0	0	1,068



Stage 2 Complaints

Month	Forms Issued	Stage 2 Received
Jan	7	1
Feb	6	2
Mar	2	2
Apr	19	4
May	25	10
Jun	16	20
Jul		
Aug		
Sep		
Oct		
Nov		
Dec		