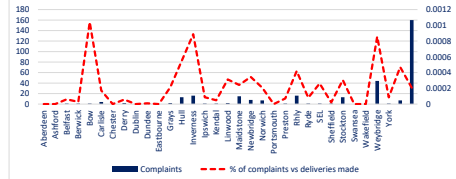


## PDRP Complaints Tracker

Month Reported **Mar-21**

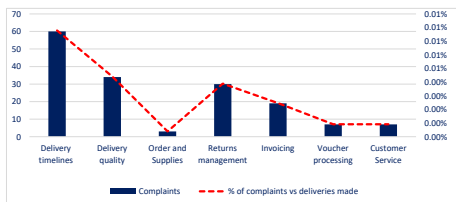
### Complaints by Location (This Month)

Branch Split	No of Customers	Complaints	% of complaints vs deliveries made
Aberdeen	434	0	0.00%
Ashford	532	1	0.01%
Belfast	1,110	1	0.00%
Berwick	31	1	0.10%
Bow	748	4	0.02%
Carlisle	381	0	0.00%
Chester	1,119	2	0.01%
Derry	446	0	0.00%
Dublin	3,461	1	0.00%
Dundee	329	0	0.00%
Eastbourne	305	2	0.02%
Grays	762	13	0.06%
Hull	582	16	0.09%
Inverness	371	1	0.01%
Ipswich	671	1	0.00%
Kendal	206	2	0.03%
Linwood	1,993	15	0.02%
Maldstone	749	8	0.03%
Newbridge	1,087	7	0.02%
Norwich	524	0	0.00%
Portsmouth	446	1	0.01%
Preston	1,231	16	0.04%
Rhly	395	1	0.01%
Ryde	123	1	0.03%
SEL	1,504	1	0.00%
Sheffield	1,375	13	0.03%
Stockton	779	0	0.00%
Swansea	649	0	0.00%
Wakefield	1,657	44	0.09%
Weybridge	379	1	0.01%
York	481	7	0.05%
<b>TOTAL</b>	<b>24,861</b>	<b>160</b>	<b>0.02%</b>



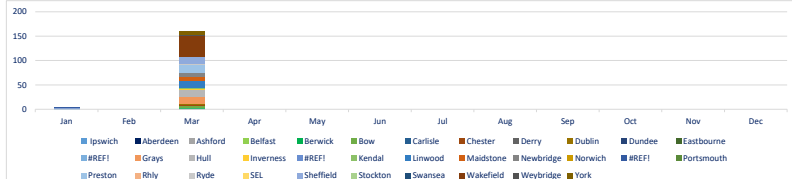
### Complaints by Category (This Month)

Category Split	Definition	Complaints	% of complaints vs deliveries made
Delivery timelines	Late Delivery and RDT Changes	60	0.01%
Delivery quality	Shortages, incorrect delivery location, condition of supplies and driver issues	34	0.00%
Order and Supplies	Supply issues affecting availability of titles or excess supplies	3	0.00%
Returns management	Non-collection of Returns	30	0.00%
Invoicing	Discrepancies on Credit/Delivery Notes and non-receipt of paperwork	19	0.00%
Voucher processing	Voucher scanning discrepancies	7	0.00%
Customer Service	Communication issues and Complaint Handling	7	0.00%
<b>TOTAL</b>		<b>160</b>	<b>0.02%</b>



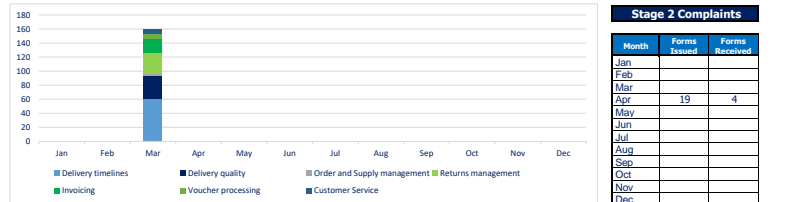
### Number of Complaints - Year to Date

Branch Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Aberdeen			0										0
Ashford			1										1
Belfast			1										1
Berwick			1										1
Bow			4										4
Carlisle			0										0
Chester			2										2
Derry			0										0
Dublin			1										1
Dundee			0										0
Eastbourne			2										2
Grays			13										13
Hull			16										16
Inverness			1										1
Ipswich			1										1
Kendal			2										2
Linwood			15										15
Maldstone			8										8
Newbridge			7										7
Norwich			0										0
Portsmouth			1										1
Preston			16										16
Rhly			1										1
Ryde			1										1
SEL			1										1
Sheffield			13										13
Stockton			0										0
Swansea			0										0
Wakefield			44										44
Weybridge			1										1
York			7										7
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>160</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>160</b>



### Number of Complaints - Year to Date

Category Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Delivery timelines			60										60
Delivery quality			34										34
Order and Supply management			3										3
Returns management			30										30
Invoicing			19										19
Voucher processing			7										7
Customer Service			7										7
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>160</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>160</b>



### Stage 2 Complaints

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