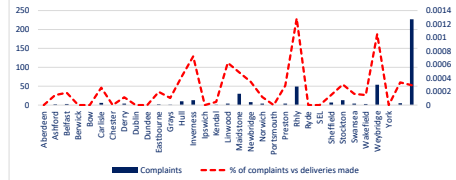


PDRP Complaints Tracker

Month Reported **May-21**

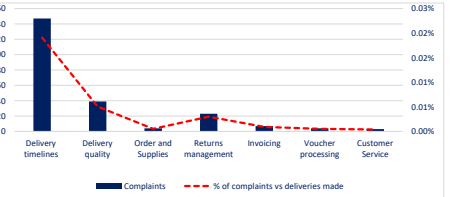
Complaints by Location (This Month)

Branch Split	No of Customers	Complaints	% of complaints vs deliveries made
Aberdeen	434	2	0.01%
Ashford	532	3	0.02%
Belfast	1,110	0	0.00%
Berwick	31	0	0.00%
Bow	748	6	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	10	0.04%
Hull	582	13	0.07%
Inverness	371	0	0.00%
Ipswich	671	1	0.00%
Kendal	206	4	0.06%
Linwood	1,993	30	0.05%
Maldstone	749	8	0.03%
Newbridge	1,087	4	0.01%
Norwich	524	0	0.00%
Portsmouth	446	4	0.03%
Preston	1,231	49	0.13%
Rhly	395	0	0.00%
Ryde	123	0	0.00%
SEL	1,504	7	0.02%
Sheffield	1,375	13	0.03%
Stockton	779	4	0.02%
Swansea	649	3	0.01%
Wakefield	1,657	54	0.11%
Weybridge	379	0	0.00%
York	481	5	0.03%
TOTAL	24,861	227	0.03%



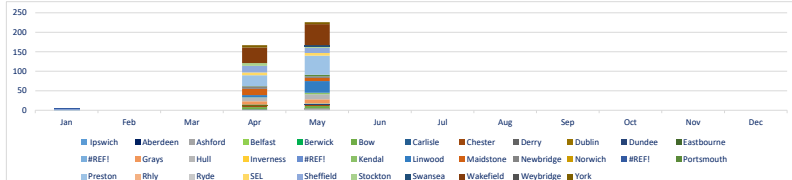
Complaints by Category (This Month)

Category Split	Definition	Complaints	% of complaints vs deliveries made
Delivery timeliness	Late Delivery and RDT Changes	147	0.02%
Delivery quality	Shortages, incorrect delivery location, condition of supplies and driver issues	39	0.01%
Order and Supplies	Supply issues affecting availability of titles or excess supplies	4	0.00%
Returns management	Non-collection of Returns	23	0.00%
Invoicing	Discrepancies on Credit/Delivery Notes and non-receipt of paperwork	7	0.00%
Voucher processing	Voucher scanning discrepancies	4	0.00%
Customer Service	Communication issues and Complaint Handling	3	0.00%
TOTAL		227	0.03%



Number of Complaints - Year to Date

Branch Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Aberdeen				2	2								4
Ashford				0	3								3
Belfast				0	0								0
Berwick				0	0								0
Bow				6	6								12
Carlisle				0	0								0
Chester				3	4								7
Derry				0	0								0
Dublin				1	0								1
Dundee				0	2								2
Eastbourne				3	1								4
Grays				8	10								18
Hull				9	13								22
Inverness				0	0								0
Ipswich				1	1								2
Kendal				1	4								5
Linwood				6	30								36
Maldstone				16	8								24
Newbridge				6	4								10
Norwich				0	0								0
Portsmouth				1	4								5
Preston				28	49								77
Rhly				0	0								0
Ryde				0	0								0
SEL				7	7								14
Sheffield				17	13								30
Stockton				7	4								11
Swansea				0	3								3
Wakefield				40	54								94
Weybridge				0	0								0
York				6	5								11
TOTAL	0	0	0	168	227	0	0	0	0	0	0	0	395



Number of Complaints - Year to Date

Category Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Delivery timeliness				99	147								246
Delivery quality				35	39								74
Order and Supply management				1	4								5
Returns management				25	23								48
Invoicing				4	7								11
Voucher processing				2	4								6
Customer Service				2	3								5
TOTAL	0	0	0	168	227	0	0	0	0	0	0	0	395



Stage 2 Complaints

Month	Forms Issued	Forms Received
Jan		
Feb		
Mar		
Apr	19	4
May	25	10
Jun		
Jul		
Aug		
Sep		
Oct		
Nov		
Dec		