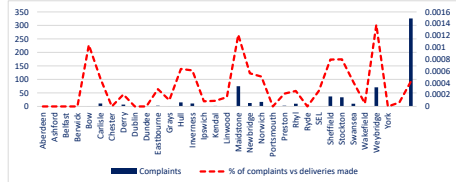


PDRP Complaints Tracker

Month Reported: **Oct-21**

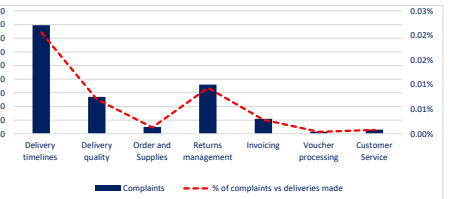
Complaints by Location (This Month)

Branch Split	No of Customers	Complaints	% of complaints vs deliveries made
Aberdeen	434	0	0.00%
Ashford	532	0	0.00%
Belfast	1,110	0	0.00%
Berwick	31	1	0.10%
Bow	748	11	0.05%
Carlisle	381	0	0.00%
Chester	1,119	7	0.02%
Derry	446	0	0.00%
Dublin	3,461	0	0.00%
Dundee	329	3	0.03%
Eastbourne	305	1	0.01%
Grays	762	15	0.06%
Hull	582	11	0.06%
Inverness	371	1	0.01%
Ipswich	671	2	0.01%
Kendal	206	1	0.02%
Linwood	1,993	75	0.12%
Maldstone	749	13	0.06%
Newbridge	1,087	17	0.05%
Norwich	524	0	0.00%
Portsmouth	446	3	0.02%
Preston	1,231	10	0.03%
Rhyl	396	0	0.00%
Ryde	123	1	0.03%
SEL	1,504	37	0.08%
Sheffield	1,375	34	0.08%
Stockton	779	10	0.04%
Swansea	649	1	0.00%
Wakefield	1,657	71	0.14%
Weybridge	379	0	0.00%
York	481	1	0.01%
TOTAL	24,861	326	0.04%



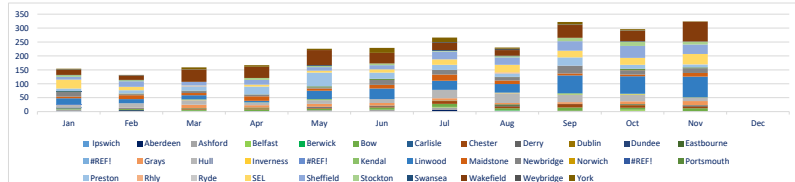
Complaints by Category (This Month)

Category Split	Definition	Complaints	% of complaints vs deliveries made
Delivery timeliness	Late Delivery and RDT Changes	159	0.02%
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	10	0.00%
Returns management	Non-collection of Returns	72	0.01%
Invoicing	Discrepancies on Credit/Delivery Notes and non-receipt of paperwork	22	0.00%
Voucher processing	Voucher scanning discrepancies	3	0.00%
Customer Service	Communication issues and Complaint Handling	6	0.00%
TOTAL		326	0.04%



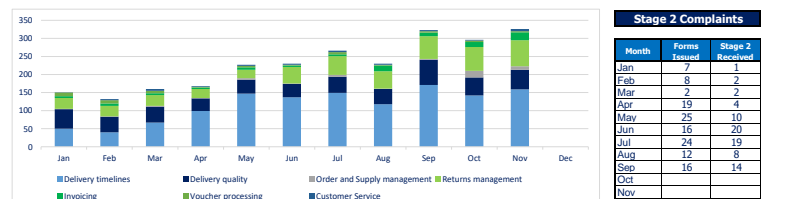
Number of Complaints - Year to Date

Branch Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Aberdeen	0	5	0	2	2	1	6	2	1	1	0	0	20
Ashford	7	0	1	0	3	5	9	1	2	2	0	0	30
Belfast	0	0	1	0	0	1	2	1	0	4	0	0	9
Berwick	0	0	1	0	0	0	0	1	0	0	1	0	3
Bow	3	4	4	6	6	8	11	7	12	7	11	0	79
Carlisle	0	0	0	0	0	0	0	0	0	0	0	0	0
Chester	0	1	2	3	4	4	10	7	12	9	7	0	59
Derry	0	0	0	0	0	0	0	0	0	0	0	0	0
Dublin	0	0	1	1	0	0	1	0	0	1	0	0	4
Dundee	1	2	0	0	2	2	0	2	1	1	3	0	14
Eastbourne	1	0	2	3	1	1	1	5	0	2	1	0	17
Grays	1	2	13	8	10	9	8	5	6	10	15	0	87
Hull	9	16	16	9	13	14	30	35	26	23	11	0	202
Inverness	1	0	1	0	0	0	0	2	1	2	1	0	8
Ipswich	1	0	1	1	1	1	0	0	1	0	2	0	8
Kendal	0	0	2	1	4	0	0	0	5	2	1	0	15
Linwood	22	15	15	6	30	38	33	31	64	63	75	0	392
Maldstone	6	14	8	16	8	13	22	13	7	6	13	0	126
Newbridge	17	4	7	6	4	18	17	12	28	16	17	0	146
Norwich	0	1	0	0	0	0	0	0	1	0	0	0	2
Portsmouth	2	1	1	1	4	4	0	1	0	4	3	0	21
Preston	9	12	16	28	49	22	18	12	30	14	10	0	220
Rhyl	0	0	1	0	0	0	0	4	0	0	0	0	5
Ryde	0	0	1	0	0	0	0	0	0	0	1	0	2
SEL	32	12	1	7	7	12	20	27	24	25	37	0	204
Sheffield	10	20	13	17	13	15	28	27	34	43	34	0	254
Stockton	6	4	0	7	4	6	2	4	12	15	10	0	70
Swansea	1	1	0	0	3	0	3	2	0	2	1	0	13
Wakefield	18	15	44	40	54	38	26	20	46	37	71	0	409
Weybridge	2	2	1	0	0	0	3	5	2	2	0	0	17
York	2	1	7	6	5	18	16	4	9	4	1	0	73
TOTAL	151	132	160	168	227	230	266	230	323	296	326	0	2,509



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	149	118	171	142	159	0	1,279
Delivery quality	54	43	44	35	39	37	45	42	70	50	54	0	513
Order and Supply management	1	1	2	1	4	1	5	1	2	18	10	0	46
Returns management	30	29	30	25	23	46	52	48	63	66	72	0	484
Invoicing	5	7	5	4	7	4	5	16	10	14	22	0	99
Voucher processing	10	9	7	2	4	2	6	2	4	4	3	0	53
Customer Service	1	3	5	2	3	3	4	3	3	2	6	0	35
TOTAL	151	132	160	168	227	230	266	230	323	296	326	0	2,509



Stage 2 Complaints

Month	Forms Issued	Stage 2 Received
Jan	7	1
Feb	8	2
Mar	2	2
Apr	19	4
May	25	10
Jun	16	20
Jul	24	19
Aug	12	8
Sep	16	14
Oct		
Nov		
Dec		