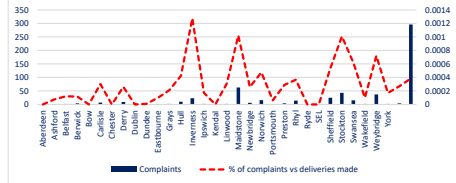


PDRP Complaints Tracker

Month Reported **Oct-21**

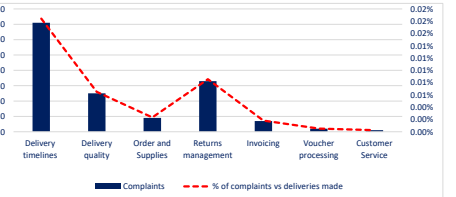
Complaints by Location (This Month)

Branch Split	No of Customers	Complaints	% of complaints vs deliveries made
Aberdeen	434	1	0.01%
Ashford	532	2	0.01%
Belfast	1,110	4	0.01%
Berwick	31	0	0.00%
Bow	748	7	0.03%
Carlisle	381	0	0.00%
Chester	1,119	9	0.03%
Derry	446	0	0.00%
Dublin	3,461	1	0.00%
Dundee	329	1	0.01%
Eastbourne	305	2	0.02%
Grays	762	10	0.04%
Hull	582	23	0.13%
Inverness	371	2	0.02%
Ipswich	671	0	0.00%
Kendal	206	2	0.03%
Linwood	1,993	63	0.19%
Maldstone	749	6	0.03%
Newbridge	1,087	16	0.05%
Norwich	524	1	0.01%
Portsmouth	446	4	0.03%
Preston	1,231	14	0.04%
Rhyl	396	0	0.00%
Ryde	123	0	0.00%
SEL	1,504	25	0.05%
Sheffield	1,375	43	0.10%
Stockton	779	15	0.06%
Swansea	649	2	0.01%
Wakefield	1,657	37	0.07%
Weybridge	379	2	0.02%
York	481	4	0.03%
TOTAL	24,861	296	0.04%



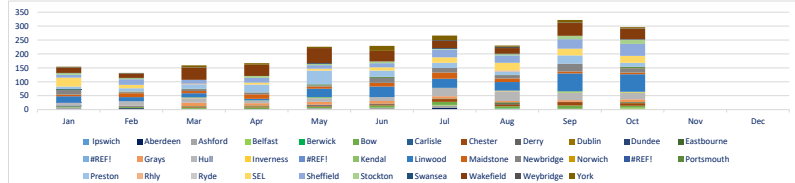
Complaints by Category (This Month)

Category Split	Definition	Complaints	% of complaints vs deliveries made
Delivery timelines	Late Delivery and RDT Changes	142	0.02%
Delivery quality	Shortages, incorrect delivery location, condition of supplies and driver issues	50	0.01%
Order and Supplies	Supply issues affecting availability of titles or excess supplies	18	0.00%
Returns management	Non-collection of Returns	66	0.01%
Invoicing	Discrepancies on Credit/Delivery Notes and non-receipt of paperwork	14	0.00%
Voucher processing	Voucher scanning discrepancies	4	0.00%
Customer Service	Communication issues and Complaint Handling	2	0.00%
TOTAL		296	0.04%



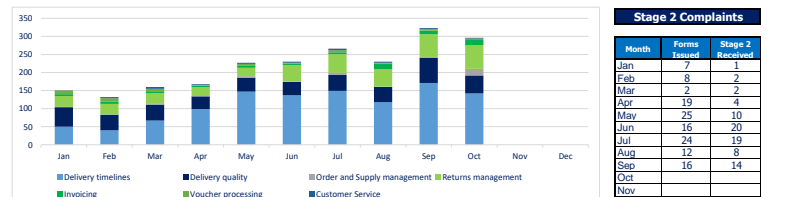
Number of Complaints - Year to Date

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			20
Ashford	7	0	1	0	3	5	9	1	2	2			30
Belfast	0	0	1	0	0	1	2	1	0	4			9
Berwick	0	0	1	0	0	0	0	1	0	0			2
Bow	3	4	4	6	6	8	11	7	12	7			68
Carlisle	0	0	0	0	0	0	0	0	0	0			0
Chester	0	1	2	3	4	4	10	7	12	9			52
Derry	0	0	0	0	0	0	0	0	0	0			0
Dublin	0	0	1	1	0	0	1	0	0	1			4
Dundee	1	2	0	0	2	2	0	2	1	1			11
Eastbourne	1	0	2	3	1	1	1	5	0	2			16
Grays	1	2	13	8	10	9	8	5	6	10			72
Hull	9	16	16	9	13	14	30	35	26	23			191
Inverness	1	0	1	0	0	0	0	2	1	2			7
Ipswich	1	0	1	1	1	1	0	0	1	0			6
Kendal	0	0	2	1	4	0	0	0	5	2			14
Linwood	22	15	15	6	30	38	33	31	64	63			317
Maldstone	6	14	8	16	8	13	22	13	7	6			113
Newbridge	17	4	7	6	4	18	17	12	28	16			129
Norwich	0	1	0	0	0	0	0	0	0	1			2
Portsmouth	2	1	1	1	4	4	0	1	0	4			18
Preston	9	12	16	28	49	22	18	12	30	14			210
Rhyl	0	0	1	0	0	0	0	4	0	0			5
Ryde	0	0	1	0	0	0	0	0	0	0			1
SEL	32	12	1	7	7	12	20	27	24	25			167
Sheffield	10	20	13	17	13	15	28	27	34	43			220
Stockton	6	4	0	7	4	6	2	4	12	15			60
Swansea	1	1	0	0	3	0	3	2	0	2			12
Wakefield	18	15	44	40	54	38	26	20	46	37			338
Weybridge	2	2	1	0	0	0	3	5	2	2			17
York	2	1	7	6	5	18	16	4	9	4			72
TOTAL	151	132	160	168	227	230	266	230	323	296	0	0	2,183



Number of Complaints - Year to Date

Category Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Delivery timelines	50	40	67	99	147	137	149	118	171	142			1,120
Delivery quality	54	43	44	35	39	37	45	42	70	50			459
Order and Supply management	1	1	2	1	4	1	5	1	2	18			36
Returns management	30	29	30	25	23	46	52	48	63	66			412
Invoicing	5	7	5	4	7	4	5	16	10	14			77
Voucher processing	10	9	7	2	4	2	6	2	4	4			50
Customer Service	1	3	5	2	3	3	4	3	3	2			29
TOTAL	151	132	160	168	227	230	266	230	323	296	0	0	2,183



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	24	19
Aug	12	8
Sep	16	14
Oct		
Nov		
Dec		