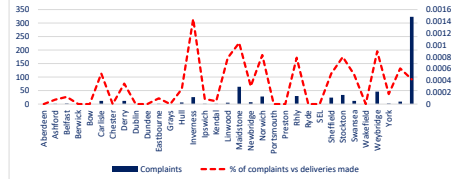


## PDRP Complaints Tracker

Month Reported **Sep-21**

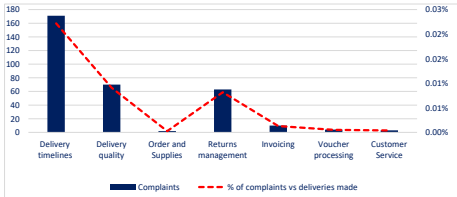
### Complaints by Location (This Month)

Branch Split	No of Customers	Complaints	% of complaints vs deliveries made
Aberdeen	434	1	0.01%
Ashford	532	2	0.01%
Belfast	1,110	0	0.00%
Berwick	31	0	0.00%
Bow	748	12	0.05%
Carlisle	381	0	0.00%
Chester	1,119	12	0.03%
Derry	446	0	0.00%
Dublin	3,461	0	0.00%
Dundee	329	1	0.01%
Eastbourne	305	0	0.00%
Grays	762	6	0.03%
Hull	582	26	0.14%
Inverness	371	1	0.01%
Ipswich	671	1	0.00%
Kendal	206	5	0.08%
Linwood	1,993	64	0.10%
Maldstone	749	7	0.03%
Newbridge	1,087	28	0.08%
Norwich	524	0	0.00%
Portsmouth	446	0	0.00%
Preston	1,231	30	0.08%
Rhly	396	0	0.00%
Ryde	123	0	0.00%
SEL	1,504	24	0.05%
Sheffield	1,375	34	0.08%
Stockton	779	12	0.05%
Swansea	649	0	0.00%
Wakefield	1,657	46	0.09%
Weybridge	379	2	0.02%
York	481	9	0.06%
<b>TOTAL</b>	<b>24,861</b>	<b>323</b>	<b>0.04%</b>



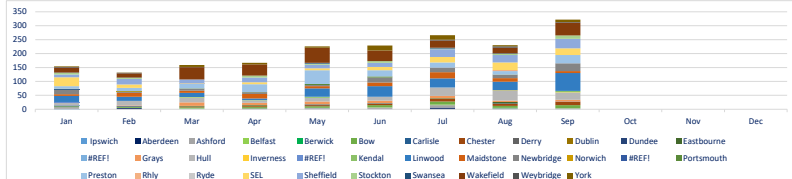
### Complaints by Category (This Month)

Category Split	Definition	Complaints	% of complaints vs deliveries made
Delivery timelines	Late Delivery and RDT Changes	171	0.02%
Delivery quality	Shortages, incorrect delivery location, condition of supplies and driver issues	70	0.01%
Order and Supplies	Supply issues affecting availability of titles or excess supplies	2	0.00%
Returns management	Non-collection of Returns	63	0.01%
Invoicing	Discrepancies on Credit/Delivery Notes and non-receipt of paperwork	10	0.00%
Voucher processing	Voucher scanning discrepancies	4	0.00%
Customer Service	Communication issues and Complaint Handling	3	0.00%
<b>TOTAL</b>		<b>323</b>	<b>0.04%</b>



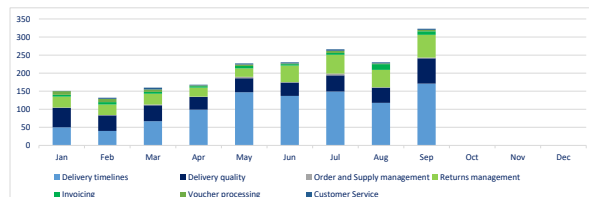
### Number of Complaints - Year to Date

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				19
Ashford	7	0	1	0	3	5	9	1	2				28
Belfast	0	0	1	0	0	1	2	1	0				5
Berwick	0	0	1	0	0	0	0	1	0				2
Bow	3	4	4	6	6	8	11	7	12				61
Carlisle	0	0	0	0	0	0	0	0	0				0
Chester	0	1	2	3	4	4	10	7	12				43
Derry	0	0	0	0	0	0	0	0	0				0
Dublin	0	0	1	1	0	0	1	0	0				3
Dundee	1	2	0	0	2	2	0	2	1				10
Eastbourne	1	0	2	3	1	1	1	5	0				14
Grays	1	2	13	8	10	9	8	5	6				62
Hull	9	16	16	9	13	14	30	35	26				168
Inverness	1	0	1	0	0	0	0	2	1				5
Ipswich	1	0	1	1	1	1	0	0	1				6
Kendal	0	0	2	1	4	0	0	0	5				12
Linwood	22	15	15	6	30	38	33	31	64				254
Maldstone	6	14	8	16	8	13	22	13	7				107
Newbridge	17	4	7	6	4	18	17	12	28				113
Norwich	0	1	0	0	0	0	0	0	0				1
Portsmouth	2	1	1	1	4	4	0	1	0				14
Preston	9	12	16	28	49	22	18	12	30				196
Rhly	0	0	1	0	0	0	0	2	1				5
Ryde	0	0	1	0	0	0	0	0	0				1
SEL	32	12	1	7	7	12	20	27	24				142
Sheffield	10	20	13	17	13	15	28	27	34				177
Stockton	6	4	0	7	4	6	2	4	12				45
Swansea	1	1	0	0	3	0	3	2	0				10
Wakefield	18	15	44	40	54	38	26	20	46				301
Weybridge	2	2	1	0	0	0	3	5	2				15
York	2	1	7	6	5	18	16	4	9				68
<b>TOTAL</b>	<b>151</b>	<b>132</b>	<b>160</b>	<b>168</b>	<b>227</b>	<b>230</b>	<b>266</b>	<b>230</b>	<b>323</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1,887</b>



### 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				978
Delivery quality	54	43	44	35	39	37	45	42	70				409
Order and Supply management			2	1	4	1	5	1	2				18
Returns management		1	1	30	25	23	46	52	48	63			346
Invoicing		5	7	5	4	7	4	5	16	10			63
Voucher processing		10	9	7	2	4	2	6	2	4			46
Customer Service		1	3	5	2	3	3	4	3	3			27
<b>TOTAL</b>	<b>151</b>	<b>132</b>	<b>160</b>	<b>168</b>	<b>227</b>	<b>230</b>	<b>266</b>	<b>230</b>	<b>323</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1,887</b>



### 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		