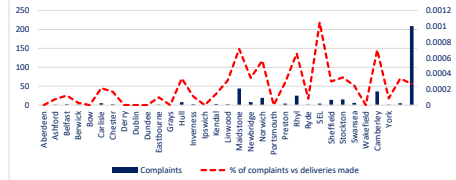


PDRP Complaints Tracker

Month Reported **Aug-22**

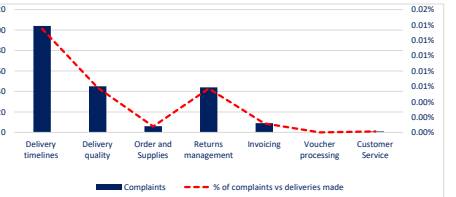
Complaints by Location (This Month)

Branch Split	No of Customers	Complaints	% of complaints vs deliveries made
Aberdeen	434	1	0.01%
Ashford	532	2	0.01%
Belfast	1,110	1	0.00%
Berwick	31	0	0.00%
Bow	748	5	0.02%
Carlisle	381	2	0.02%
Chester	1,119	0	0.00%
Derry	446	0	0.00%
Dublin	3,461	0	0.00%
Dundee	329	1	0.01%
Eastbourne	305	0	0.00%
Grays	762	8	0.03%
Hull	582	2	0.01%
Inverness	371	0	0.00%
Ipswich	671	3	0.01%
Kendal	206	2	0.03%
Linwood	1,993	44	0.07%
Maldstone	749	8	0.03%
Newbridge	1,087	19	0.06%
Norwich	524	0	0.00%
Portsmouth	446	4	0.03%
Preston	1,231	25	0.07%
Rhyl	396	1	0.01%
Ryde	123	4	0.10%
SEL	1,504	14	0.03%
Sheffield	1,375	15	0.04%
Stockton	779	6	0.02%
Swansea	649	0	0.00%
Wakefield	1,657	36	0.07%
Weybridge	379	1	0.01%
York	481	5	0.03%
TOTAL	24,861	209	0.03%



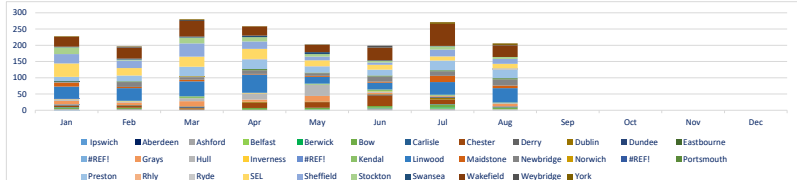
Complaints by Category (This Month)

Category Split	Definition	Complaints	% of complaints vs deliveries made
Delivery timeliness	Late Delivery and RDT Changes	104	0.01%
Delivery quality	Shortages, incorrect delivery location, condition of supplies and driver issues	45	0.01%
Order and Supplies	Supply issues affecting availability of titles or excess supplies	6	0.00%
Returns management	Non-collection of Returns	44	0.01%
Invoicing	Discrepancies on Credit/Delivery Notes and non-receipt of paperwork	9	0.00%
Voucher processing	Voucher scanning discrepancies	0	0.00%
Customer Service	Communication issues and Complaint Handling	1	0.00%
TOTAL		209	0.03%



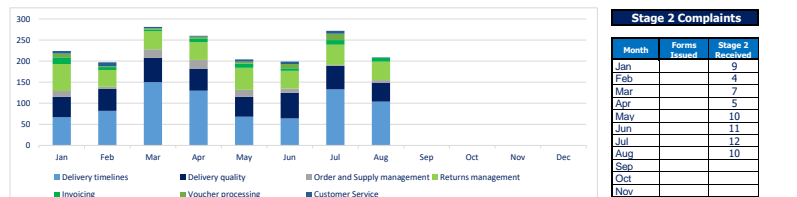
Number of Complaints - Year to Date

Branch Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Aberdeen	0	0	1	1	1	1	1	1					6
Ashford	3	4	0	0	0	5	3	2					17
Belfast	0	0	0	0	1	0	2	1					4
Berwick	0	0	0	0	1	2	3	0					6
Bow	5	4	1	6	4	5	9	5					39
Carlisle	1	0	0	0	1	0	1	2					5
Chester	4	5	4	16	17	33	14	0					93
Derry	0	0	0	0	0	0	0	0					0
Dublin	11	2	2	3	2	0	6	0					16
Dundee	2	1	3	0	0	1	3	1					11
Eastbourne	0	0	1	0	0	2	0	0					3
Grays	11	8	16	7	17	5	3	8					75
Hull	5	3	9	19	35	3	0	2					76
Inverness	11	1	0	1	0	1	0	0					4
Ipswich	0	0	1	1	1	0	1	3					7
Kendal	0	1	6	1	3	6	3	2					22
Linwood	37	39	46	56	21	21	39	44					303
Maldstone	12	4	5	2	3	3	19	8					56
Newbridge	2	15	8	11	8	16	14	19					93
Norwich	0	0	2	0	0	0	0	0					2
Portsmouth	2	2	0	4	2	3	3	4					20
Preston	13	18	30	30	19	18	30	25					183
Rhyl	0	0	0	1	0	1	0	0					3
Ryde	0	0	0	0	0	0	0	4					4
SEL	41	23	31	31	18	15	13	14					186
Sheffield	29	23	41	23	11	7	21	15					170
Stockton	21	3	18	13	8	5	10	6					84
Swansea	2	3	3	5	6	2	1	0					22
Wakefield	30	34	48	28	22	39	68	36					305
Weybridge	0	3	3	0	1	6	0	1					14
York	2	1	2	1	1	0	5	5					17
TOTAL	224	197	281	260	204	199	272	209	0	0	0	0	1,846



Number of Complaints - Year to Date

Category Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Delivery timeliness	67	82	150	130	68	64	133	104					798
Delivery quality	48	52	58	52	47	61	56	45					419
Order and Supply management	14		20	21	17	10	2	6					95
Returns management	64		40	43	42	52	42	48	44				375
Invoicing	16		7	4	9	10	6	11	9				72
Voucher processing	9		2	3	4	5	10	15	0				48
Customer Service	6		9	3	2	5	6	7	1				39
TOTAL	224	197	281	260	204	199	272	209	0	0	0	0	1,846



Stage 2 Complaints

Month	Forms Issued	Stage 2 Received
Jan	9	
Feb	4	
Mar	7	
Apr	5	
May	10	
Jun	11	
Jul	12	
Aug	10	
Sep		
Oct		
Nov		
Dec		