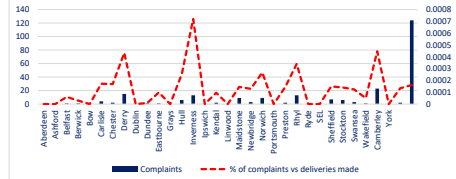


PDRP Complaints Tracker

Month Reported **Dec-22**

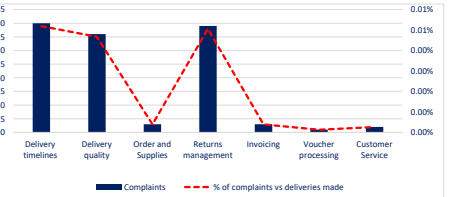
Complaints by Location (This Month)

Branch Split	No of Customers	Complaints	% of complaints vs deliveries made
Aberdeen	434	0	0.00%
Ashford	532	1	0.01%
Belfast	1,110	1	0.00%
Berwick	31	0	0.00%
Bow	748	4	0.02%
Carlisle	381	2	0.02%
Chester	1,119	15	0.04%
Derry	446	0	0.00%
Dublin	3,461	1	0.00%
Dundee	329	1	0.01%
Eastbourne	305	0	0.00%
Grays	762	6	0.03%
Hull	582	13	0.07%
Inverness	371	0	0.00%
Ipswich	671	2	0.01%
Kendal	206	0	0.00%
Linwood	1,993	9	0.01%
Maldstone	749	3	0.01%
Newbridge	1,087	9	0.03%
Norwich	524	0	0.00%
Portsmouth	446	2	0.01%
Preston	1,231	13	0.03%
Rhyl	395	0	0.00%
Ryde	123	0	0.00%
SEL	1,504	7	0.02%
Sheffield	1,375	6	0.01%
Stockton	779	3	0.01%
Swansea	649	1	0.00%
Wakefield	1,657	23	0.04%
Camberley	379	0	0.00%
York	481	2	0.01%
TOTAL	24,861	124	0.02%



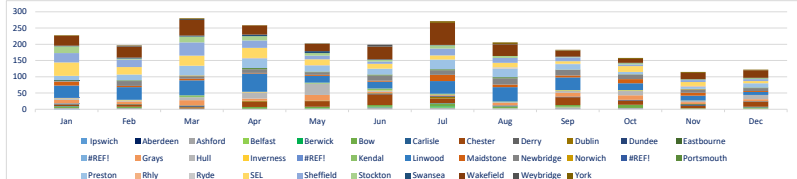
Complaints by Category (This Month)

Category Split	Definition	Complaints	% of complaints vs deliveries made
Delivery timeliness	Late Delivery and RDT Changes	40	0.01%
Delivery quality	Shortages, incorrect delivery location, condition of supplies and driver issues	36	0.00%
Order and Supplies	Supply issues affecting availability of titles or excess supplies	3	0.00%
Returns management	Non-collection of Returns	39	0.01%
Invoicing	Discrepancies on Credit/Delivery Notes and non-receipt of paperwork	3	0.00%
Voucher processing	Voucher scanning discrepancies	1	0.00%
Customer Service	Communication issues and Complaint Handling	2	0.00%
TOTAL		124	0.02%



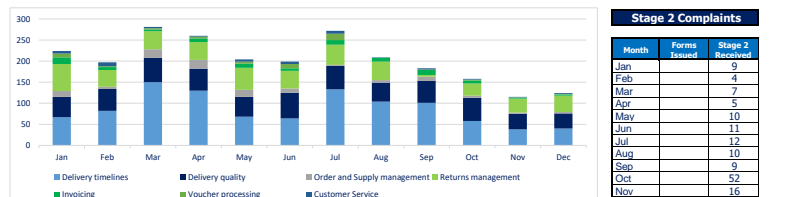
Number of Complaints - Year to Date

Branch Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Aberdeen	0	0	1	1	1	1	1	1	2	2	0	0	10
Ashford	3	4	0	0	0	5	3	2	4	2	0	1	24
Belfast	0	0	0	0	1	0	2	1	2	0	1	1	8
Berwick	0	0	0	0	1	2	3	0	0	0	0	0	6
Bow	5	4	1	6	4	5	9	5	5	10	2	4	60
Carlisle	1	0	0	0	1	0	1	2	0	0	0	2	7
Chester	4	5	4	16	17	33	14	0	24	13	8	15	153
Derry	0	0	0	0	0	0	0	0	0	0	0	0	0
Dublin	11	2	2	3	2	0	6	0	0	0	0	1	17
Dundee	2	1	3	0	0	1	3	1	2	2	3	1	19
Eastbourne	0	0	1	0	0	2	0	0	0	0	2	0	5
Grays	11	8	16	7	17	5	3	8	12	14	6	6	113
Hull	5	3	9	19	35	3	0	2	5	13	4	13	111
Inverness	11	1	0	1	0	1	0	0	2	2	0	0	8
Ipswich	0	0	1	1	1	0	1	3	0	0	0	2	9
Kendal	0	1	6	1	3	6	3	2	1	1	1	0	25
Linwood	37	39	46	56	21	21	39	44	39	21	15	9	387
Maldstone	12	4	5	2	3	3	19	8	6	13	9	3	87
Newbridge	2	15	8	11	8	16	14	19	17	14	10	9	143
Norwich	0	0	2	0	0	0	0	0	0	0	1	0	3
Portsmouth	2	2	0	4	2	3	3	4	1	1	1	2	25
Preston	13	18	30	30	19	18	30	25	17	7	7	13	227
Rhyl	0	0	0	1	1	0	0	1	0	0	2	0	5
Ryde	0	0	0	0	0	0	0	4	1	0	0	0	5
SEL	41	23	31	31	18	15	13	14	8	18	12	7	231
Sheffield	29	23	41	23	11	7	21	15	12	5	6	6	199
Stockton	21	3	18	13	8	5	10	6	1	4	2	3	94
Swansea	2	3	3	5	6	2	1	0	1	1	1	1	26
Wakefield	30	34	48	28	22	39	68	36	18	12	19	23	377
Weybridge	0	3	3	0	1	6	0	1	1	0	0	0	15
York	2	1	2	1	1	0	5	2	3	3	2	2	27
TOTAL	224	197	281	260	204	199	272	209	183	158	115	124	2,426



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	101	58	38	40	1,035
Delivery quality	48	52	58	52	47	61	56	45	52	55	37	36	599
Order and Supply management	14		20	21	17	10	2	6	10	5	3	3	116
Returns management	64		40	42	52	42	48	44	4	29	33	39	480
Invoicing	16		7	4	9	10	6	11	9	12	7	2	96
Voucher processing	9		2	3	4	5	10	15	0	1	2	1	53
Customer Service	6		9	3	2	5	6	7	1	3	2	1	47
TOTAL	224	197	281	260	204	199	272	209	183	158	115	124	2,426



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		9
Oct		52
Nov		16
Dec		16