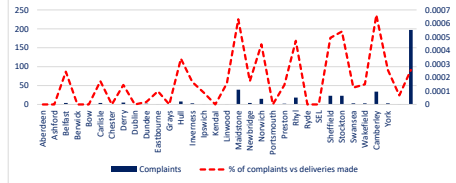


PDRP Complaints Tracker

Month Reported: **Feb-22**

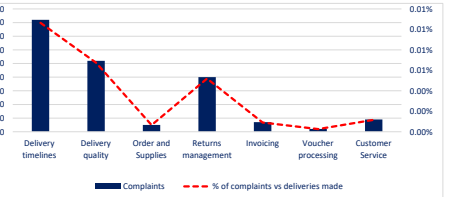
Complaints by Location (This Month)

Branch Split	No of Customers	Complaints	% of complaints vs deliveries made
Aberdeen	434	0	0.00%
Ashford	532	4	0.02%
Belfast	1,110	0	0.00%
Berwick	31	0	0.00%
Bow	748	4	0.02%
Carlisle	381	0	0.00%
Chester	1,119	5	0.01%
Derry	446	0	0.00%
Dublin	3,461	2	0.00%
Dundee	329	1	0.01%
Eastbourne	305	0	0.00%
Grays	762	8	0.03%
Hull	582	3	0.02%
Inverness	371	1	0.01%
Ipswich	671	0	0.00%
Kendal	206	1	0.02%
Linwood	1,993	39	0.06%
Maldstone	749	4	0.02%
Newbridge	1,087	15	0.04%
Norwich	524	0	0.00%
Portsmouth	446	2	0.01%
Preston	1,231	18	0.05%
Rhyl	396	0	0.00%
Ryde	123	0	0.00%
SEL	1,504	23	0.05%
Sheffield	1,375	23	0.05%
Stockton	279	3	0.01%
Swansea	649	3	0.01%
Wakefield	1,657	34	0.07%
Camberley	379	3	0.03%
York	481	1	0.01%
TOTAL	24,861	197	0.03%



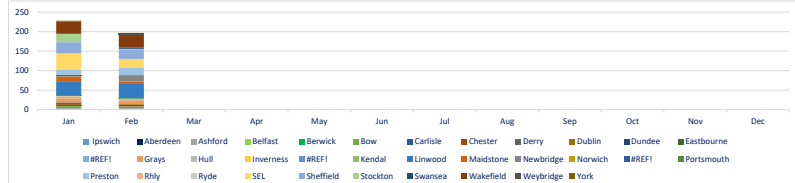
Complaints by Category (This Month)

Category Split	Definition	Complaints	% of complaints vs deliveries made
Delivery timeliness	Late Delivery and RDT Changes	82	0.01%
Delivery quality	Shortages, incorrect delivery location, condition of supplies and driver issues	52	0.01%
Order and Supplies	Supply issues affecting availability of titles or excess supplies	5	0.00%
Returns management	Non-collection of Returns	40	0.01%
Invoicing	Discrepancies on Credit/Delivery Notes and non-receipt of paperwork	7	0.00%
Voucher processing	Voucher scanning discrepancies	2	0.00%
Customer Service	Communication issues and Complaint Handling	9	0.00%
TOTAL		197	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											0
Ashford	3	4											7
Belfast	0	0											0
Berwick	0	0											0
Bow	5	4											9
Carlisle	1	0											1
Chester	4	5											9
Derry	0	0											0
Dublin	1	2											3
Dundee	2	1											3
Eastbourne	0	0											0
Grays	11	8											19
Hull	5	3											8
Inverness	1	1											2
Ipswich	0	0											0
Kendal	0	1											1
Linwood	37	39											76
Maldstone	12	4											16
Newbridge	2	15											17
Norwich	0	0											0
Portsmouth	2	2											4
Preston	13	18											31
Rhyl	0	0											0
Ryde	0	0											0
SEL	41	23											64
Sheffield	29	23											52
Stockton	21	3											24
Swansea	2	3											5
Wakefield	30	34											64
Weybridge	0	3											3
York	2	1											3
TOTAL	224	197	0	0	0	0	0	0	0	0	0	0	421



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											149
Delivery quality	48	52											100
Order and Supply management	14												19
Returns management	64	5											104
Invoicing	16	7											23
Voucher processing	9	2											11
Customer Service	6	9											15
TOTAL	224	197	0	0	0	0	0	0	0	0	0	0	421



Stage 2 Complaints

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