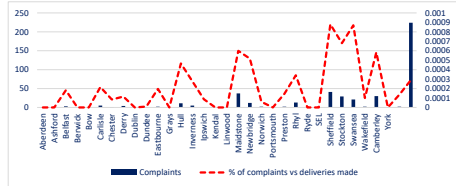


# PDRP Complaints Tracker

Month Reported: **Jan-22**

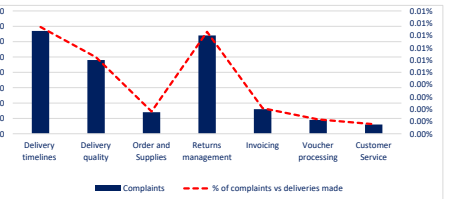
## Complaints by Location (This Month)

| Branch Split | No of Customers | Complaints | % of complaints vs deliveries made |
|--------------|-----------------|------------|------------------------------------|
| Aberdeen     | 434             | 0          | 0.00%                              |
| Ashford      | 532             | 3          | 0.02%                              |
| Belfast      | 1,110           | 0          | 0.00%                              |
| Berwick      | 31              | 0          | 0.00%                              |
| Bow          | 748             | 5          | 0.02%                              |
| Carlisle     | 381             | 1          | 0.01%                              |
| Chester      | 1,119           | 4          | 0.01%                              |
| Derry        | 446             | 0          | 0.00%                              |
| Dublin       | 3,461           | 1          | 0.00%                              |
| Dundee       | 329             | 2          | 0.02%                              |
| Eastbourne   | 305             | 0          | 0.00%                              |
| Grays        | 762             | 11         | 0.05%                              |
| Hull         | 582             | 5          | 0.03%                              |
| Inverness    | 371             | 1          | 0.01%                              |
| Ipswich      | 671             | 0          | 0.00%                              |
| Kendal       | 206             | 0          | 0.00%                              |
| Linwood      | 1,993           | 37         | 0.06%                              |
| Maldstone    | 749             | 12         | 0.05%                              |
| Newbridge    | 1,087           | 2          | 0.01%                              |
| Norwich      | 524             | 0          | 0.00%                              |
| Portsmouth   | 446             | 2          | 0.01%                              |
| Preston      | 1,231           | 13         | 0.03%                              |
| Rhyl         | 396             | 0          | 0.00%                              |
| Ryde         | 123             | 0          | 0.00%                              |
| SEL          | 1,504           | 41         | 0.09%                              |
| Sheffield    | 1,375           | 29         | 0.07%                              |
| Stockton     | 779             | 21         | 0.09%                              |
| Swansea      | 649             | 2          | 0.01%                              |
| Wakefield    | 1,657           | 30         | 0.06%                              |
| Camberley    | 379             | 0          | 0.00%                              |
| York         | 481             | 2          | 0.01%                              |
| <b>TOTAL</b> | <b>24,861</b>   | <b>224</b> | <b>0.03%</b>                       |



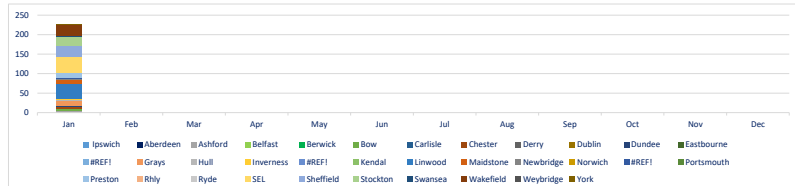
## Complaints by Category (This Month)

| Category Split      | Definition  | Complaints | % of complaints vs deliveries made |
|---------------------|---|------------|------------------------------------|
| Delivery timeliness | Late Delivery and RDT Changes   | 67         | 0.01%                              |
| Delivery quality    | Shortages, incorrect delivery location, condition of supplies and driver issues | 48         | 0.01%                              |
| Order and Supplies  | Supply issues affecting availability of titles or excess supplies               | 14         | 0.00%                              |
| Returns management  | Non-collection of Returns   | 64         | 0.01%                              |
| Invoicing           | Discrepancies on Credit/Delivery Notes and non-receipt of paperwork             | 16         | 0.00%                              |
| Voucher processing  | Voucher scanning discrepancies  | 9          | 0.00%                              |
| Customer Service    | Communication issues and Complaint Handling                                     | 6          | 0.00%                              |
| <b>TOTAL</b>        |   | <b>224</b> | <b>0.03%</b>                       |



## Number of Complaints - Year to Date

| Branch Split | Jan        | Feb      | Mar      | Apr      | May      | Jun      | Jul      | Aug      | Sep      | Oct      | Nov      | Dec      | Total      |
|--------------|------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|------------|
| Aberdeen     | 0          |          |          |          |          |          |          |          |          |          |          |          | 0          |
| Ashford      | 3          |          |          |          |          |          |          |          |          |          |          |          | 3          |
| Belfast      | 0          |          |          |          |          |          |          |          |          |          |          |          | 0          |
| Berwick      | 0          |          |          |          |          |          |          |          |          |          |          |          | 0          |
| Bow          | 5          |          |          |          |          |          |          |          |          |          |          |          | 5          |
| Carlisle     | 1          |          |          |          |          |          |          |          |          |          |          |          | 1          |
| Chester      | 4          |          |          |          |          |          |          |          |          |          |          |          | 4          |
| Derry        | 0          |          |          |          |          |          |          |          |          |          |          |          | 0          |
| Dublin       | 1          |          |          |          |          |          |          |          |          |          |          |          | 1          |
| Dundee       | 2          |          |          |          |          |          |          |          |          |          |          |          | 2          |
| Eastbourne   | 0          |          |          |          |          |          |          |          |          |          |          |          | 0          |
| Grays        | 11         |          |          |          |          |          |          |          |          |          |          |          | 11         |
| Hull         | 5          |          |          |          |          |          |          |          |          |          |          |          | 5          |
| Inverness    | 1          |          |          |          |          |          |          |          |          |          |          |          | 1          |
| Ipswich      | 0          |          |          |          |          |          |          |          |          |          |          |          | 0          |
| Kendal       | 0          |          |          |          |          |          |          |          |          |          |          |          | 0          |
| Linwood      | 37         |          |          |          |          |          |          |          |          |          |          |          | 37         |
| Maldstone    | 12         |          |          |          |          |          |          |          |          |          |          |          | 12         |
| Newbridge    | 2          |          |          |          |          |          |          |          |          |          |          |          | 2          |
| Norwich      | 0          |          |          |          |          |          |          |          |          |          |          |          | 0          |
| Portsmouth   | 2          |          |          |          |          |          |          |          |          |          |          |          | 2          |
| Preston      | 13         |          |          |          |          |          |          |          |          |          |          |          | 13         |
| Rhyl         | 0          |          |          |          |          |          |          |          |          |          |          |          | 0          |
| Ryde         | 0          |          |          |          |          |          |          |          |          |          |          |          | 0          |
| SEL          | 41         |          |          |          |          |          |          |          |          |          |          |          | 41         |
| Sheffield    | 29         |          |          |          |          |          |          |          |          |          |          |          | 29         |
| Stockton     | 21         |          |          |          |          |          |          |          |          |          |          |          | 21         |
| Swansea      | 2          |          |          |          |          |          |          |          |          |          |          |          | 2          |
| Wakefield    | 30         |          |          |          |          |          |          |          |          |          |          |          | 30         |
| Weybridge    | 0          |          |          |          |          |          |          |          |          |          |          |          | 0          |
| York         | 2          |          |          |          |          |          |          |          |          |          |          |          | 2          |
| <b>TOTAL</b> | <b>224</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>224</b> |



## Number of Complaints - Year to Date

| Category Split              | Jan        | Feb      | Mar      | Apr      | May      | Jun      | Jul      | Aug      | Sep      | Oct      | Nov      | Dec      | Total      |
|-----------------------------|------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|------------|
| Delivery timeliness         | 67         |          |          |          |          |          |          |          |          |          |          |          | 67         |
| Delivery quality            | 48         |          |          |          |          |          |          |          |          |          |          |          | 48         |
| Order and Supply management | 14         |          |          |          |          |          |          |          |          |          |          |          | 14         |
| Returns management          | 64         |          |          |          |          |          |          |          |          |          |          |          | 64         |
| Invoicing                   | 16         |          |          |          |          |          |          |          |          |          |          |          | 16         |
| Voucher processing          | 9          |          |          |          |          |          |          |          |          |          |          |          | 9          |
| Customer Service            | 6          |          |          |          |          |          |          |          |          |          |          |          | 6          |
| <b>TOTAL</b>                | <b>224</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>224</b> |



## Stage 2 Complaints

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