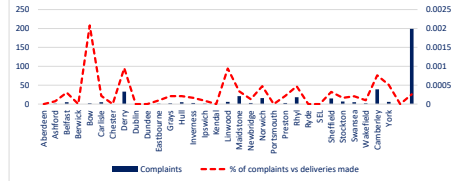


PDRP Complaints Tracker

Month Reported **Feb-22**

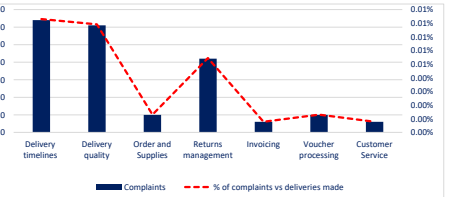
Complaints by Location (This Month)

Branch Split	No of Customers	Complaints	% of complaints vs deliveries made
Aberdeen	434	1	0.01%
Ashford	532	5	0.03%
Belfast	1,110	0	0.00%
Berwick	31	2	0.21%
Bow	748	5	0.02%
Carlisle	381	0	0.00%
Chester	1,119	33	0.10%
Derry	446	0	0.00%
Dublin	3,461	0	0.00%
Dundee	329	1	0.01%
Eastbourne	305	2	0.02%
Grays	762	5	0.02%
Hull	582	3	0.02%
Inverness	371	1	0.01%
Ipswich	671	0	0.00%
Kendal	206	6	0.09%
Linwood	1,993	21	0.03%
Maldstone	749	3	0.01%
Newbridge	1,087	16	0.05%
Norwich	524	0	0.00%
Portsmouth	446	3	0.02%
Preston	1,231	18	0.05%
Rhyl	395	0	0.00%
Ryde	123	0	0.00%
SEL	1,504	15	0.03%
Sheffield	1,375	7	0.02%
Stockton	779	5	0.02%
Swansea	649	2	0.01%
Wakefield	1,657	39	0.08%
Camberley	379	6	0.05%
York	481	0	0.00%
TOTAL	24,861	199	0.03%



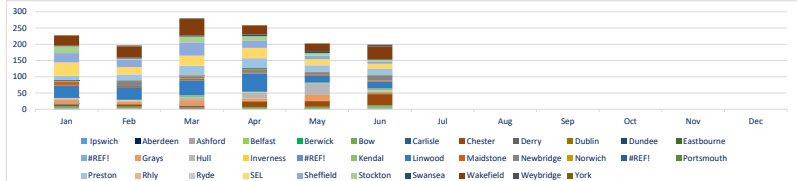
Complaints by Category (This Month)

Category Split	Definition	Complaints	% of complaints vs deliveries made
Delivery timeliness	Late Delivery and RDT Changes	64	0.01%
Delivery quality	Shortages, incorrect delivery location, condition of supplies and driver issues	61	0.01%
Order and Supplies	Supply issues affecting availability of titles or excess supplies	10	0.00%
Returns management	Non-collection of Returns	42	0.01%
Invoicing	Discrepancies on Credit/Delivery Notes and non-receipt of paperwork	6	0.00%
Voucher processing	Voucher scanning discrepancies	10	0.00%
Customer Service	Communication issues and Complaint Handling	6	0.00%
TOTAL		199	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							4
Ashford	3	4	0	0	0	5							12
Belfast	0	0	0	0	1	0							1
Berwick	0	0	0	0	1	2							3
Bow	5	4	1	6	4	5							25
Carlisle	1	0	0	0	1	0							2
Chester	4	5	4	16	17	33							79
Derry	0	0	0	0	0	0							0
Dublin	11	2	2	3	2	0							10
Dundee	2	1	3	0	0	1							7
Eastbourne	0	0	1	0	0	2							3
Grays	11	8	16	7	17	5							64
Hull	5	3	9	19	35	3							74
Inverness	11	1	0	1	0	1							4
Ipswich	0	0	1	1	1	0							3
Kendal	0	1	6	1	3	6							17
Linwood	37	39	46	56	21	21							220
Maldstone	12	4	5	2	3	3							29
Newbridge	2	15	8	11	8	16							60
Norwich	0	0	2	0	0	0							2
Portsmouth	2	2	0	4	2	3							13
Preston	13	18	30	30	19	18							128
Rhyl	0	0	0	1	1	0							2
Ryde	0	0	0	0	0	0							0
SEL	41	23	31	31	18	15							159
Sheffield	29	23	41	23	11	7							134
Stockton	21	3	18	13	8	5							68
Swansea	2	3	3	5	6	2							21
Wakefield	30	34	48	28	22	39							201
Weybridge	0	3	3	0	1	6							13
York	2	1	2	1	1	0							7
TOTAL	224	197	281	260	204	199	0	0	0	0	0	0	1,365



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							561
Delivery quality	48	52	58	52	47	61							318
Order and Supply management	14		20	21	17	10							87
Returns management	64		40	43	52	42							283
Invoicing	16		7	4	9	10	6						52
Voucher processing	9		2	3	4	5	10						33
Customer Service	6		9	3	2	5	6						31
TOTAL	224	197	281	260	204	199	0	0	0	0	0	0	1,365



Stage 2 Complaints

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