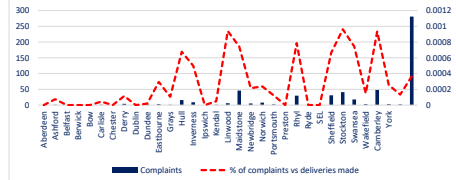


PDRP Complaints Tracker

Month Reported **Feb-22**

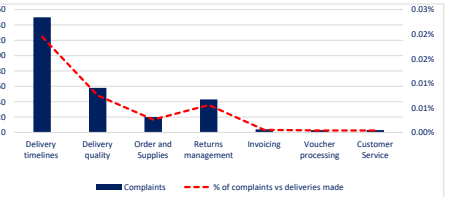
Complaints by Location (This Month)

Branch Split	No of Customers	Complaints	% of complaints vs deliveries made
Aberdeen	434	1	0.01%
Ashford	532	0	0.00%
Belfast	1,110	0	0.00%
Berwick	31	0	0.00%
Bow	748	1	0.00%
Carlisle	381	0	0.00%
Chester	1,119	4	0.01%
Diery	446	0	0.00%
Dublin	3,461	2	0.00%
Dundee	329	3	0.03%
Eastbourne	305	1	0.01%
Grays	762	16	0.07%
Hull	582	9	0.05%
Inverness	371	0	0.00%
Ipswich	671	1	0.00%
Kendal	206	6	0.09%
Linwood	1,993	46	0.07%
Maldstone	749	5	0.02%
Newbridge	1,087	8	0.02%
Norwich	524	2	0.01%
Portsmouth	446	0	0.00%
Preston	1,231	30	0.08%
Rhyl	395	0	0.00%
Ryde	123	0	0.00%
SEL	1,504	31	0.07%
Sheffield	1,375	41	0.10%
Stockton	779	18	0.07%
Swansea	649	3	0.01%
Wakefield	1,657	48	0.09%
Weybridge	379	3	0.03%
York	481	2	0.01%
TOTAL	24,861	281	0.04%



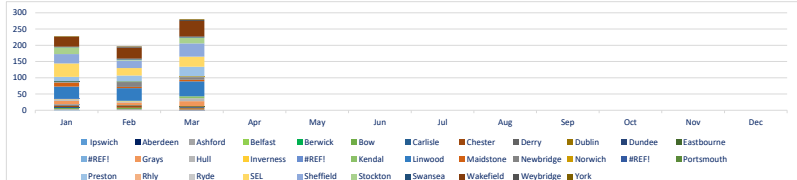
Complaints by Category (This Month)

Category Split	Definition	Complaints	% of complaints vs deliveries made
Delivery timelines	Late Delivery and RDT Changes	150	0.02%
Delivery quality	Shortages, incorrect delivery location, condition of supplies and driver issues	58	0.01%
Order and Supplies	Supply issues affecting availability of titles or excess supplies	20	0.00%
Returns management	Non-collection of Returns	43	0.01%
Invoicing	Discrepancies on Credit/Delivery Notes and non-receipt of paperwork	4	0.00%
Voucher processing	Voucher scanning discrepancies	3	0.00%
Customer Service	Communication issues and Complaint Handling	3	0.00%
TOTAL		281	0.04%



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
Ashford	3	4	0										7
Belfast	0	0	0										0
Berwick	0	0	0										0
Bow	5	4	1										10
Carlisle	1	0	0										1
Chester	4	5	4										13
Diery	0	0	0										0
Dublin	11	2	2										5
Dundee	2	1	3										6
Eastbourne	0	0	1										1
Grays	11	8	16										35
Hull	5	3	9										17
Inverness	11	1	0										2
Ipswich	0	0	1										1
Kendal	0	1	6										7
Linwood	37	39	46										122
Maldstone	12	4	5										21
Newbridge	2	15	8										25
Norwich	0	0	2										2
Portsmouth	2	2	0										4
Preston	13	18	30										61
Rhyl	0	0	0										0
Ryde	0	0	0										0
SEL	41	23	31										95
Sheffield	29	23	41										93
Stockton	21	3	18										42
Swansea	2	3	3										8
Wakefield	30	34	48										112
Weybridge	0	3	3										6
York	2	1	2										5
TOTAL	224	197	281	0	0	0	0	0	0	0	0	0	702



Number of Complaints - Year to Date

Category Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Delivery timelines	67	82	150										299
Delivery quality	48	52	58										158
Order and Supply management	14		20										39
Returns management	64		40	43									147
Invoicing	16		7	4									27
Voucher processing	9		2	3									14
Customer Service	6		9	3									18
TOTAL	224	197	281	0	0	0	0	0	0	0	0	0	702



Stage 2 Complaints

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