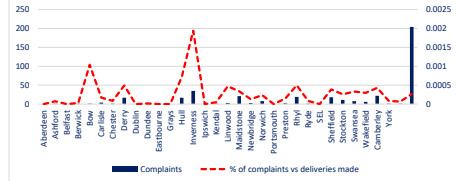


PDRP Complaints Tracker

Month Reported **Feb-22**

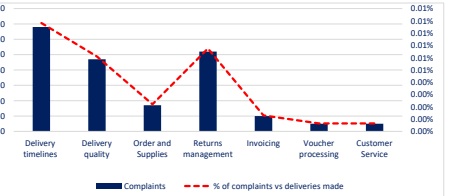
Complaints by Location (This Month)

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	1	0.10%
Bow	748	4	0.02%
Carlisle	381	1	0.01%
Chester	1,119	17	0.05%
Derry	446	0	0.00%
Dublin	3,461	2	0.00%
Dundee	329	0	0.00%
Eastbourne	305	0	0.00%
Grays	762	17	0.07%
Hull	582	35	0.19%
Inverness	371	0	0.00%
Ipswich	671	1	0.00%
Kendal	206	3	0.05%
Linwood	1,993	21	0.03%
Maldstone	749	3	0.01%
Newbridge	1,087	8	0.02%
Norwich	524	0	0.00%
Portsmouth	446	2	0.01%
Preston	1,231	19	0.05%
Rhyl	396	1	0.01%
Ryde	123	0	0.00%
SEL	1,504	18	0.04%
Sheffield	1,375	11	0.03%
Stockton	779	8	0.03%
Swansea	649	6	0.03%
Wakefield	1,657	22	0.04%
Camberley	379	1	0.01%
York	481	1	0.01%
TOTAL	24,861	204	0.03%



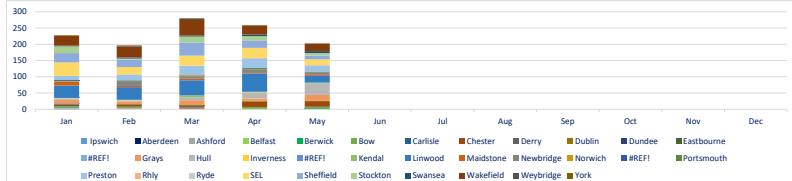
Complaints by Category (This Month)

Category Split	Definition	Complaints	% of complaints vs deliveries made
Delivery timeliness	Late Delivery and RDT Changes	68	0.01%
Delivery quality	Shortages, incorrect delivery location, condition of supplies and driver issues	47	0.01%
Order and Supplies	Supply issues affecting availability of titles or excess supplies	17	0.00%
Returns management	Non-collection of Returns	52	0.01%
Invoicing	Discrepancies on Credit/Delivery Notes and non-receipt of paperwork	10	0.00%
Voucher processing	Voucher scanning discrepancies	5	0.00%
Customer Service	Communication issues and Complaint Handling	5	0.00%
TOTAL		204	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								3
Ashford	3	4	0	0	0								7
Belfast	0	0	0	0	1								1
Berwick	0	0	0	0	0	1							1
Bow	5	4	1	6	4								20
Carlisle	1	0	0	0	1								2
Chester	4	5	4	16	17								46
Derry	0	0	0	0	0								0
Dublin	11	2	2	3	2								10
Dundee	2	1	3	0	0								6
Eastbourne	0	0	1	0	0								1
Grays	11	8	16	7	17								59
Hull	5	3	9	19	35								71
Inverness	11	1	0	1	0								3
Ipswich	0	0	1	1	1								3
Kendal	0	1	6	1	3								11
Linwood	37	39	46	56	21								199
Maldstone	12	4	5	2	3								25
Newbridge	2	15	8	11	8								44
Norwich	0	0	2	0	0								2
Portsmouth	2	2	0	4	2								10
Preston	13	18	30	30	19								110
Rhyl	0	0	0	1	1								2
Ryde	0	0	0	0	0								0
SEL	41	23	31	31	18								144
Sheffield	29	23	41	23	11								127
Stockton	21	3	18	13	8								63
Swansea	2	3	3	5	6								19
Wakefield	30	34	48	28	22								162
Weybridge	0	3	3	0	1								7
York	2	1	2	1	1								7
TOTAL	224	197	281	260	204	0	0	0	0	0	0	0	1,166



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								497
Delivery quality	48	52	58	52	47								257
Order and Supply management	14		20	21	17								77
Returns management	64	5	43	42	52								241
Invoicing	16	7	4	9	10								46
Voucher processing	9	2	3	4	5								23
Customer Service	6	9	3	2	5								25
TOTAL	224	197	281	260	204	0	0	0	0	0	0	0	1,166



Stage 2 Complaints

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