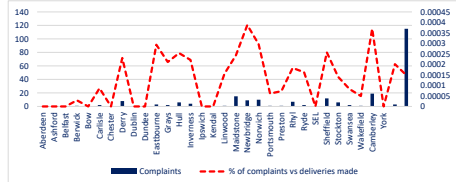


PDRP Complaints Tracker

Month Reported: Jul-22

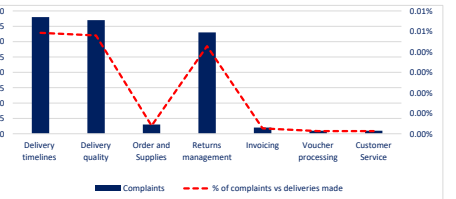
Complaints by Location (This Month)

Branch Split	No of Customers	Complaints	% of complaints vs deliveries made
Aberdeen	434	0	0.00%
Ashford	532	0	0.00%
Belfast	1,110	1	0.00%
Berwick	31	0	0.00%
Bow	748	2	0.01%
Carlisle	381	0	0.00%
Chester	1,119	8	0.02%
Derry	446	0	0.00%
Dublin	3,461	0	0.00%
Dundee	329	3	0.03%
Eastbourne	305	2	0.02%
Grays	762	6	0.03%
Hull	582	4	0.02%
Inverness	371	0	0.00%
Ipswich	671	0	0.00%
Kendal	206	1	0.02%
Linwood	1,993	15	0.02%
Maldstone	749	9	0.04%
Newbridge	1,087	10	0.03%
Norwich	524	1	0.01%
Portsmouth	446	1	0.01%
Preston	1,231	7	0.02%
Rhyl	396	2	0.02%
Ryde	123	0	0.00%
SEL	1,504	12	0.03%
Sheffield	1,375	6	0.01%
Stockton	779	2	0.01%
Swansea	649	1	0.00%
Wakefield	1,657	19	0.04%
Camberley	379	0	0.00%
York	481	3	0.02%
TOTAL	24,861	115	0.01%



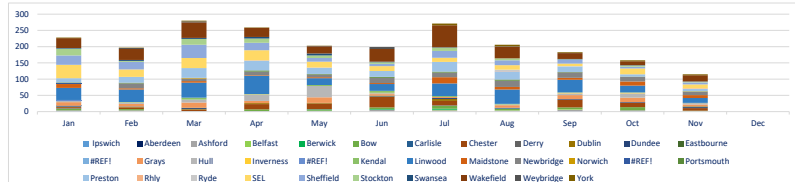
Complaints by Category (This Month)

Category Split	Definition	Complaints	% of complaints vs deliveries made
Delivery timelines	Late Delivery and RDT Changes	38	0.00%
Delivery quality	Shortages, incorrect delivery location, condition of supplies and driver issues	37	0.00%
Order and Supplies	Supply issues affecting availability of titles or excess supplies	3	0.00%
Returns management	Non-collection of Returns	33	0.00%
Invoicing	Discrepancies on Credit/Delivery Notes and non-receipt of paperwork	2	0.00%
Voucher processing	Voucher scanning discrepancies	1	0.00%
Customer Service	Communication issues and Complaint Handling	1	0.00%
TOTAL		115	0.02%



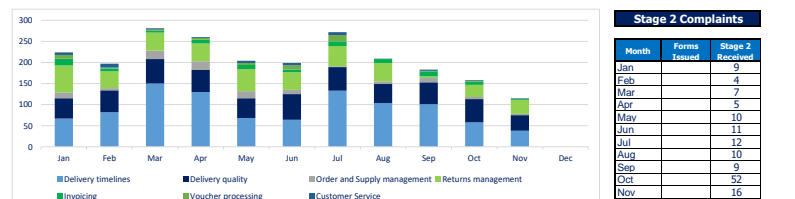
Number of Complaints - Year to Date

Branch Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Aberdeen	0	0	1	1	1	1	1	1	2	2	0		10
Ashford	3	4	0	0	0	5	3	2	4	2	0		23
Belfast	0	0	0	0	1	0	2	1	2	0	1		7
Berwick	0	0	0	0	1	2	3	0	0	0	0		6
Bow	5	4	1	6	4	5	9	5	5	10	2		56
Carlisle	1	0	0	0	1	0	1	2	0	0	0		5
Chester	4	5	4	16	17	33	14	0	24	13	8		138
Derry	0	0	0	0	0	0	0	0	0	0	0		0
Dublin	1	2	2	3	2	0	6	0	0	0	0		16
Dundee	2	1	3	0	0	1	3	1	2	2	3		18
Eastbourne	0	0	1	0	0	2	0	0	0	0	2		5
Grays	11	8	16	7	17	5	3	8	12	14	6		107
Hull	5	3	9	19	35	3	0	2	5	13	4		98
Inverness	1	1	0	1	0	1	0	0	2	2	0		8
Ipswich	0	0	1	1	1	0	1	3	0	0	0		7
Kendal	0	1	6	1	3	6	3	2	1	1	1		25
Linwood	37	39	46	56	21	21	39	44	39	21	15		378
Maldstone	12	4	5	2	3	3	19	8	6	13	9		84
Newbridge	2	15	8	11	8	16	14	19	17	14	10		134
Norwich	0	0	2	0	0	0	0	0	0	0	1		3
Portsmouth	2	2	0	4	2	3	3	4	1	1	1		23
Preston	13	18	30	30	19	18	30	25	17	7	7		214
Rhyl	0	0	0	1	1	0	0	1	0	0	2		5
Ryde	0	0	0	0	0	0	0	4	1	0	0		5
SEL	41	23	31	31	18	15	13	14	8	18	12		224
Sheffield	29	23	41	23	11	7	21	15	12	5	6		193
Stockton	21	3	18	13	8	5	10	6	1	4	2		91
Swansea	2	3	3	5	6	2	1	0	1	1	1		25
Wakefield	30	34	48	28	22	39	68	36	18	12	19		354
Weybridge	0	3	3	0	1	6	0	1	1	0	0		15
York	2	1	2	1	1	0	5	5	2	3	3		25
TOTAL	224	197	281	260	204	199	272	209	183	158	115	0	2,302



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	130	68	64	133	104	101	58	38		995
Delivery quality	48	52	58	52	47	61	56	45	52	55	37		563
Order and Supply management	14		20	21	17	10	2	6	10	5	3		113
Returns management	64		40	43	42	52	42	48	44	4	29	33	441
Invoicing	16		7	4	9	10	6	11	9	12	7	2	93
Voucher processing	9		2	3	4	5	10	15	0	1	2	1	52
Customer Service	6		9	3	2	5	6	7	1	3	2	1	45
TOTAL	224	197	281	260	204	199	272	209	183	158	115	0	2,302



Stage 2 Complaints

Month	Forms Issued	Stage 2 Received
Jan		9
Feb		4
Mar		7
Apr		5
May		10
Jun		11
Jul		12
Aug		10
Sep		9
Oct		52
Nov		16
Dec		