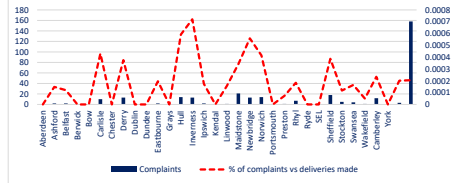


PDRP Complaints Tracker

Month Reported: **Oct-22**

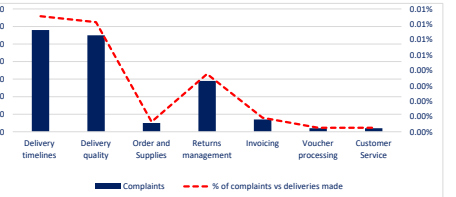
Complaints by Location (This Month)

| Branch Split | No of Customers | Complaints | % of complaints vs deliveries made |
|--------------|-----------------|------------|------------------------------------|
| Aberdeen | 434 | 2 | 0.01% |
| Ashford | 532 | 2 | 0.01% |
| Belfast | 1,110 | 0 | 0.00% |
| Berwick | 31 | 0 | 0.00% |
| Bow | 748 | 10 | 0.04% |
| Carlisle | 381 | 0 | 0.00% |
| Chester | 1,119 | 13 | 0.04% |
| Derry | 446 | 0 | 0.00% |
| Dublin | 3,461 | 0 | 0.00% |
| Dundee | 329 | 2 | 0.02% |
| Eastbourne | 305 | 0 | 0.00% |
| Grays | 762 | 14 | 0.06% |
| Hull | 582 | 13 | 0.02% |
| Inverness | 371 | 2 | 0.02% |
| Ipswich | 671 | 0 | 0.00% |
| Kendal | 206 | 1 | 0.02% |
| Linwood | 1,993 | 21 | 0.03% |
| Maldstone | 749 | 13 | 0.06% |
| Newbridge | 1,087 | 14 | 0.04% |
| Norwich | 524 | 0 | 0.00% |
| Portsmouth | 446 | 1 | 0.01% |
| Preston | 1,231 | 7 | 0.02% |
| Rhyl | 396 | 0 | 0.00% |
| Ryde | 123 | 0 | 0.00% |
| SEL | 1,504 | 18 | 0.04% |
| Sheffield | 1,375 | 5 | 0.01% |
| Stockton | 779 | 4 | 0.02% |
| Swansea | 649 | 1 | 0.00% |
| Wakefield | 1,657 | 12 | 0.02% |
| Camberley | 379 | 0 | 0.00% |
| York | 481 | 3 | 0.02% |
| TOTAL | 24,861 | 158 | 0.02% |



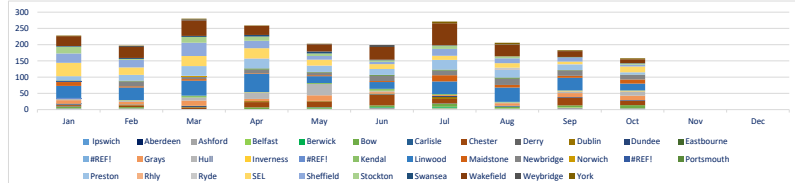
Complaints by Category (This Month)

| Category Split | Definition | Complaints | % of complaints vs deliveries made |
|---------------------|---|------------|------------------------------------|
| Delivery timeliness | Late Delivery and RDT Changes | 58 | 0.01% |
| Delivery quality | Shortages, incorrect delivery location, condition of supplies and driver issues | 55 | 0.01% |
| Order and Supplies | Supply issues affecting availability of titles or excess supplies | 5 | 0.00% |
| Returns management | Non-collection of Returns | 29 | 0.00% |
| Invoicing | Discrepancies on Credit/Delivery Notes and non-receipt of paperwork | 7 | 0.00% |
| Voucher processing | Voucher scanning discrepancies | 2 | 0.00% |
| Customer Service | Communication issues and Complaint Handling | 2 | 0.00% |
| TOTAL | | 158 | 0.02% |



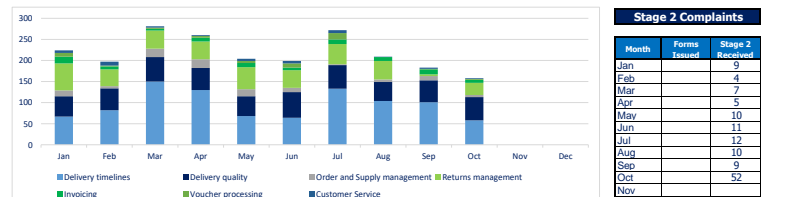
Number of Complaints - Year to Date

| 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 | | | 10 |
| Ashford | 3 | 4 | 0 | 0 | 0 | 5 | 3 | 2 | 4 | 2 | | | 23 |
| Belfast | 0 | 0 | 0 | 0 | 1 | 0 | 2 | 1 | 2 | 0 | | | 6 |
| Berwick | 0 | 0 | 0 | 0 | 1 | 2 | 3 | 0 | 0 | 0 | | | 6 |
| Bow | 5 | 4 | 1 | 6 | 4 | 5 | 9 | 5 | 5 | 10 | | | 54 |
| Carlisle | 1 | 0 | 0 | 0 | 1 | 0 | 1 | 2 | 0 | 0 | | | 5 |
| Chester | 4 | 5 | 4 | 16 | 17 | 33 | 14 | 0 | 24 | 13 | | | 130 |
| Derry | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | 0 |
| Dublin | 1 | 2 | 2 | 3 | 2 | 0 | 6 | 0 | 0 | 0 | | | 16 |
| Dundee | 2 | 1 | 3 | 0 | 0 | 1 | 3 | 1 | 2 | 2 | | | 15 |
| Eastbourne | 0 | 0 | 1 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | | | 3 |
| Grays | 11 | 8 | 16 | 7 | 17 | 5 | 3 | 8 | 12 | 14 | | | 101 |
| Hull | 5 | 3 | 9 | 19 | 35 | 3 | 0 | 2 | 5 | 13 | | | 94 |
| Inverness | 1 | 1 | 0 | 1 | 0 | 1 | 0 | 0 | 2 | 2 | | | 8 |
| Ipswich | 0 | 0 | 1 | 1 | 1 | 0 | 1 | 3 | 0 | 0 | | | 7 |
| Kendal | 0 | 1 | 6 | 1 | 3 | 6 | 3 | 2 | 1 | 1 | | | 24 |
| Linwood | 37 | 39 | 46 | 56 | 21 | 21 | 39 | 44 | 39 | 21 | | | 363 |
| Maldstone | 12 | 4 | 5 | 2 | 3 | 3 | 19 | 8 | 6 | 13 | | | 75 |
| Newbridge | 2 | 15 | 8 | 11 | 8 | 16 | 14 | 19 | 17 | 14 | | | 124 |
| Norwich | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | 2 |
| Portsmouth | 2 | 2 | 0 | 4 | 2 | 3 | 3 | 4 | 1 | 1 | | | 22 |
| Preston | 13 | 18 | 30 | 30 | 19 | 18 | 30 | 25 | 17 | 7 | | | 207 |
| Rhyl | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 1 | 0 | 0 | | | 3 |
| Ryde | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 1 | 0 | | | 5 |
| SEL | 41 | 23 | 31 | 31 | 18 | 15 | 13 | 14 | 8 | 18 | | | 212 |
| Sheffield | 29 | 23 | 41 | 23 | 11 | 7 | 21 | 15 | 12 | 5 | | | 187 |
| Stockton | 21 | 3 | 18 | 13 | 8 | 5 | 10 | 6 | 1 | 4 | | | 89 |
| Swansea | 2 | 3 | 3 | 5 | 6 | 2 | 1 | 0 | 1 | 1 | | | 24 |
| Wakefield | 30 | 34 | 48 | 28 | 22 | 39 | 68 | 36 | 18 | 12 | | | 335 |
| Weybridge | 0 | 3 | 3 | 0 | 1 | 6 | 0 | 1 | 1 | 0 | | | 15 |
| York | 2 | 1 | 2 | 1 | 1 | 0 | 5 | 5 | 2 | 3 | | | 22 |
| TOTAL | 224 | 197 | 281 | 260 | 204 | 199 | 272 | 209 | 183 | 158 | 0 | 0 | 2,187 |



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 | 133 | 104 | 101 | 58 | | | 957 |
| Delivery quality | 48 | 52 | 58 | 52 | 47 | 61 | 56 | 45 | 52 | 55 | | | 526 |
| Order and Supply management | 14 | | 20 | 21 | 17 | 10 | 2 | 6 | 10 | 5 | | | 110 |
| Returns management | 64 | | 40 | 43 | 42 | 52 | 48 | 44 | 4 | 29 | | | 408 |
| Invoicing | 16 | | 7 | 4 | 9 | 10 | 6 | 11 | 9 | 12 | 7 | | 91 |
| Voucher processing | 9 | | 2 | 3 | 4 | 5 | 10 | 15 | 0 | 1 | 2 | | 51 |
| Customer Service | 6 | | 9 | 3 | 2 | 5 | 6 | 7 | 1 | 3 | 2 | | 44 |
| TOTAL | 224 | 197 | 281 | 260 | 204 | 199 | 272 | 209 | 183 | 158 | 0 | 0 | 2,187 |



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 | | |
| Dec | | |