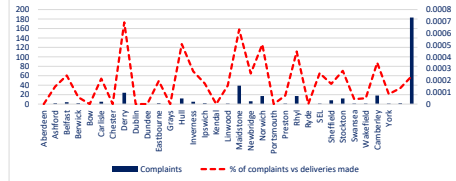


PDRP Complaints Tracker

Month Reported **Sep-22**

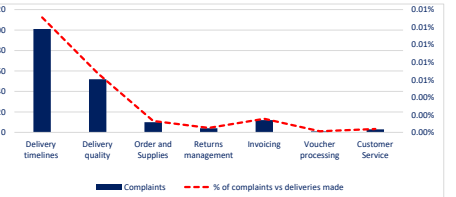
Complaints by Location (This Month)

Branch Split	No of Customers	Complaints	% of complaints vs deliveries made
Aberdeen	434	2	0.01%
Ashford	532	4	0.02%
Belfast	1,110	2	0.01%
Berwick	31	0	0.00%
Bow	748	5	0.02%
Carlisle	381	0	0.00%
Chester	1,119	24	0.07%
Derry	446	0	0.00%
Dublin	3,461	0	0.00%
Dundee	329	2	0.02%
Eastbourne	305	0	0.00%
Grays	762	12	0.05%
Hull	582	5	0.03%
Inverness	371	2	0.02%
Ipswich	671	0	0.00%
Kendal	206	1	0.02%
Linwood	1,993	39	0.06%
Maldstone	749	6	0.03%
Newbridge	1,087	17	0.05%
Norwich	524	0	0.00%
Portsmouth	446	1	0.01%
Preston	1,231	17	0.04%
Rhyl	395	0	0.00%
Ryde	123	1	0.03%
SEL	1,504	8	0.02%
Sheffield	1,375	12	0.03%
Stockton	779	1	0.00%
Swansea	649	1	0.00%
Wakefield	1,657	18	0.04%
Camberley	379	1	0.01%
York	481	2	0.01%
TOTAL	24,861	183	0.02%



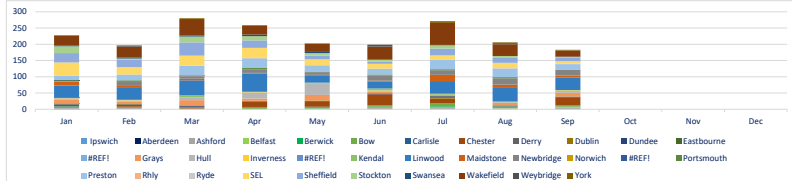
Complaints by Category (This Month)

Category Split	Definition	Complaints	% of complaints vs deliveries made
Delivery timeliness	Late Delivery and RDT Changes	101	0.01%
Delivery quality	Shortages, incorrect delivery location, condition of supplies and driver issues	52	0.01%
Order and Supplies	Supply issues affecting availability of titles or excess supplies	10	0.00%
Returns management	Non-collection of Returns	4	0.00%
Invoicing	Discrepancies on Credit/Delivery Notes and non-receipt of paperwork	12	0.00%
Voucher processing	Voucher scanning discrepancies	1	0.00%
Customer Service	Communication issues and Complaint Handling	3	0.00%
TOTAL		183	0.02%



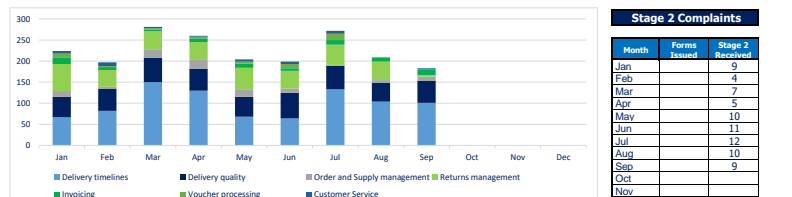
Number of Complaints - Year to Date

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				8
Ashford	3	4	0	0	0	5	3	2	4				21
Belfast	0	0	0	0	1	0	2	1	2				6
Berwick	0	0	0	0	1	2	3	0	0				6
Bow	5	4	1	6	4	5	9	5	0				44
Carlisle	1	0	0	0	1	0	1	2	0				5
Chester	4	5	4	16	17	33	14	0	24				117
Derry	0	0	0	0	0	0	0	0	0				0
Dublin	11	2	2	3	2	0	6	0	0				16
Dundee	2	1	3	0	0	1	3	1	2				13
Eastbourne	0	0	1	0	0	2	0	0	0				3
Grays	11	8	16	7	17	5	3	8	12				87
Hull	5	3	9	19	35	3	0	2	5				81
Inverness	11	1	0	1	0	1	0	0	2				6
Ipswich	0	0	1	1	1	0	1	3	0				7
Kendal	0	1	6	1	3	6	3	2	1				23
Linwood	37	39	46	56	21	21	39	44	39				342
Maldstone	12	4	5	2	3	3	19	8	6				62
Newbridge	2	15	8	11	8	16	14	19	17				110
Norwich	0	0	2	0	0	0	0	0	0				2
Portsmouth	2	2	0	4	2	3	3	4	1				21
Preston	13	18	30	30	19	18	30	25	17				200
Rhyl	0	0	0	1	0	1	0	0	2				3
Ryde	0	0	0	0	0	0	0	4	1				5
SEL	41	23	31	31	18	15	13	14	8				194
Sheffield	29	23	41	23	11	7	21	15	12				182
Stockton	21	3	18	13	8	5	10	6	1				85
Swansea	2	3	3	5	6	2	1	0	1				23
Wakefield	30	34	48	28	22	39	68	36	18				323
Weybridge	0	3	3	0	1	6	0	1	1				15
York	2	1	2	1	1	0	5	5	2				19
TOTAL	224	197	281	260	204	199	272	209	183	0	0	0	2,029



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				899
Delivery quality	48	52	58	52	47	61	56	45	52				471
Order and Supply management	14		20	21	17	10	2	6	10				105
Returns management	64		40	43	42	52	42	48	44	4			379
Invoicing	16		7	4	9	10	6	11	9	12			84
Voucher processing	9		2	3	4	5	10	15	0	1			49
Customer Service	6		9	3	2	5	6	7	1	3			42
TOTAL	224	197	281	260	204	199	272	209	183	0	0	0	2,029



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		
Nov		
Dec		