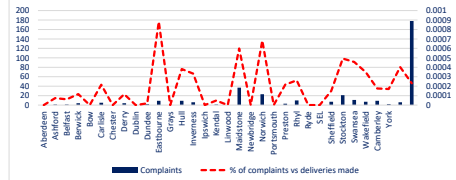


## PDRP Complaints Tracker

Month Reported **Apr-23**

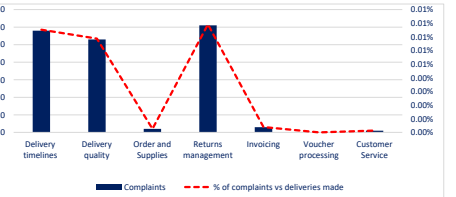
### Complaints by Location (This Month)

Branch Split	No of Customers	Complaints	% of complaints vs deliveries made
Aberdeen	434	1	0.01%
Ashford	532	1	0.01%
Belfast	1,110	4	0.01%
Berwick	31	0	0.00%
Bow	748	5	0.02%
Carlisle	381	0	0.00%
Chester	1,119	4	0.01%
Derry	446	0	0.00%
Dublin	3,461	2	0.00%
Dundee	329	9	0.09%
Eastbourne	305	0	0.00%
Grays	762	9	0.04%
Hull	582	6	0.03%
Inverness	371	0	0.00%
Ipswich	671	1	0.00%
Kendal	206	0	0.00%
Linwood	1,993	37	0.06%
Maldstone	749	0	0.00%
Newbridge	1,087	23	0.07%
Norwich	524	0	0.00%
Portsmouth	446	3	0.02%
Preston	1,231	10	0.03%
Rhyl	395	0	0.00%
Ryde	123	0	0.00%
SEL	1,504	7	0.02%
Sheffield	1,375	21	0.05%
Stockton	779	11	0.05%
Swansea	649	7	0.03%
Wakefield	1,657	9	0.02%
Camberley	379	2	0.02%
York	481	6	0.04%
<b>TOTAL</b>	<b>24,861</b>	<b>178</b>	<b>0.02%</b>



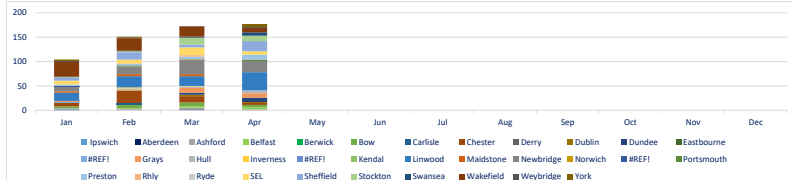
### Complaints by Category (This Month)

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	53	0.01%
Order and Supplies	Supply issues affecting availability of titles or excess supplies	2	0.00%
Returns management	Non-collection of Returns	61	0.01%
Invoicing	Discrepancies on Credit/Delivery Notes and non-receipt of paperwork	3	0.00%
Voucher processing	Voucher scanning discrepancies	0	0.00%
Customer Service	Communication issues and Complaint Handling	1	0.00%
<b>TOTAL</b>		<b>178</b>	<b>0.02%</b>



### Number of Complaints - Year to Date

Branch Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Aberdeen	1	1	2	1									5
Ashford	2	2	3	1									8
Belfast	0	1	3	4									8
Berwick	0	0	0	0									0
Bow	4	8	8	5									25
Carlisle	0	3	0	0									3
Chester	7	25	13	4									49
Derry	0	0	0	0									0
Dublin	0	1	3	2									6
Dundee	1	0	4	9									14
Eastbourne	0	0	0	0									0
Grays	2	1	10	9									22
Hull	0	3	3	6									12
Inverness	0	2	1	0									3
Ipswich	0	0	0	1									1
Kendal	0	0	0	0									0
Linwood	16	23	20	37									96
Maldstone	3	4	4	0									11
Newbridge	10	16	29	23									78
Norwich	0	0	1	0									1
Portsmouth	0	2	0	3									5
Preston	3	3	6	10									22
Rhyl	0	1	3	0									4
Ryde	0	0	0	0									0
SEL	8	8	16	7									39
Sheffield	6	15	6	21									48
Stockton	1	2	14	11									28
Swansea	1	1	2	7									11
Wakefield	30	26	21	9									86
Weybridge	2	1	1	2									6
York	3	2	0	6									11
<b>TOTAL</b>	<b>100</b>	<b>151</b>	<b>173</b>	<b>178</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>602</b>



### Number of Complaints - Year to Date

Category Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Delivery timeliness	42	62	49	58									211
Delivery quality	28	37	47	53									165
Order and Supply management	5	5	6	2									18
Returns management	18	32	54	61									165
Invoicing	2	7	6	3									18
Voucher processing	3	5	6	0									14
Customer Service	2	3	5	1									11
<b>TOTAL</b>	<b>100</b>	<b>151</b>	<b>173</b>	<b>178</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>602</b>



### Stage 2 Complaints

Month	Forms Issued	Stage 2 Received
Jan		3
Feb		4
Mar		4
Apr		3
May		
Jun		
Jul		
Aug		
Sep		
Oct		
Nov		
Dec		