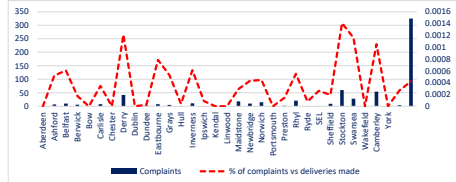


PDRP Complaints Tracker

Month Reported: Jul-23

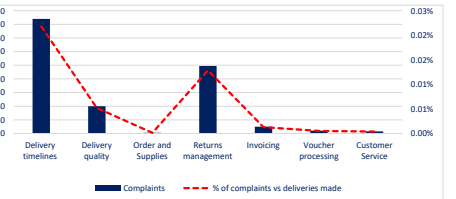
Complaints by Location (This Month)

Branch Split	No of Customers	Complaints	% of complaints vs deliveries made
Aberdeen	434	7	0.05%
Ashford	532	10	0.06%
Belfast	1,110	6	0.02%
Berwick	31	0	0.00%
Bow	748	8	0.03%
Carlisle	381	0	0.00%
Chester	1,119	42	0.12%
Derry	446	0	0.00%
Dublin	3,461	3	0.00%
Dundee	329	8	0.08%
Eastbourne	305	5	0.05%
Grays	762	1	0.00%
Hull	582	11	0.06%
Inverness	371	1	0.01%
Ipswich	671	0	0.00%
Kendal	206	0	0.00%
Linwood	1,993	18	0.03%
Maldstone	749	10	0.04%
Newbridge	1,087	15	0.04%
Norwich	524	0	0.00%
Portsmouth	446	2	0.01%
Preston	1,231	21	0.06%
Rhyl	396	1	0.01%
Ryde	123	1	0.03%
SEL	1,504	9	0.02%
Sheffield	1,375	60	0.14%
Stockton	779	28	0.12%
Swansea	649	0	0.00%
Wakefield	1,657	54	0.11%
Camberley	379	0	0.00%
York	481	4	0.03%
TOTAL	24,861	325	0.04%



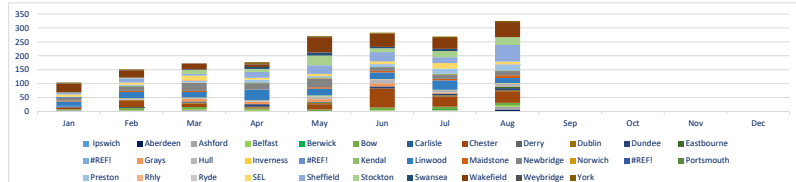
Complaints by Category (This Month)

Category Split	Definition	Complaints	% of complaints vs deliveries made
Delivery timeliness	Late Delivery and RDT Changes	168	0.02%
Delivery quality	Shortages, incorrect delivery location, condition of supplies and driver issues	40	0.01%
Order and Supplies	Supply issues affecting availability of titles or excess supplies	1	0.00%
Returns management	Non-collection of Returns	99	0.01%
Invoicing	Discrepancies on Credit/Delivery Notes and non-recieot of paperwork	10	0.00%
Voucher processing	Voucher scanning discrepancies	4	0.00%
Customer Service	Communication issues and Complaint Handling	3	0.00%
TOTAL		325	0.04%



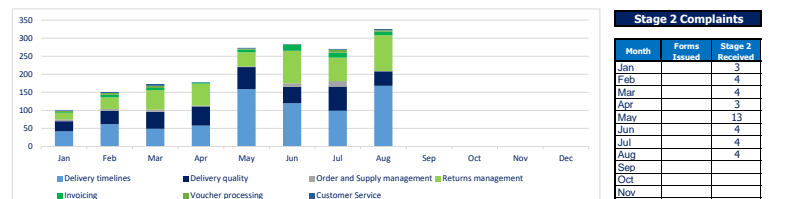
Number of Complaints - Year to Date

Branch Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Aberdeen	1	1	2	1	1	1	0	7					14
Ashford	2	2	3	1	0	2	4	10					24
Belfast	0	1	3	4	0	2	2	6					18
Berwick	0	0	0	0	0	0	1	0					1
Bow	4	8	8	5	6	9	10	8					58
Carlisle	0	3	0	0	0	0	0	0					3
Chester	7	25	13	4	19	69	37	42					216
Derry	0	0	0	0	1	0	1	0					2
Dublin	0	1	3	2	4	0	3	3					16
Dundee	1	0	4	9	2	7	6	8					37
Eastbourne	0	0	0	0	2	0	0	5					7
Grays	2	1	10	9	9	11	4	1					47
Hull	0	3	3	6	10	14	9	11					56
Inverness	0	2	1	0	1	1	0	1					6
Ipswich	0	0	0	1	2	1	1	0					5
Kendal	0	0	0	0	3	0	1	0					4
Linwood	16	23	20	37	24	24	34	18					196
Maldstone	3	4	4	0	5	6	5	10					37
Newbridge	10	16	29	23	32	13	15	15					153
Norwich	0	0	1	0	1	0	1	0					3
Portsmouth	0	2	0	3	2	1	3	2					13
Preston	3	3	6	10	5	10	18	21					76
Rhyl	0	1	3	0	0	1	0	1					6
Ryde	0	0	0	0	0	0	0	1					1
SEL	8	8	16	7	8	9	20	9					85
Sheffield	6	15	6	21	31	33	21	60					193
Stockton	1	2	14	11	35	14	22	28					127
Swansea	0	1	2	7	11	5	8	0					35
Wakefield	30	26	21	9	55	47	39	54					281
Weybridge	2	1	1	2	1	0	0	0					7
York	3	2	0	6	3	4	5	4					27
TOTAL	100	151	173	178	273	284	270	325	0	0	0	0	1,754



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	159	120	99	168					757
Delivery quality	28	37	47	53	61	45	67	40					378
Order and Supply management	5	5	6	2	2	10	15	1					46
Returns management	18	32	54	61	39	90	65	99					458
Invoicing	2	7	6	3	7	17	14	10					66
Voucher processing	3	5	6	0	3	1	8	4					30
Customer Service	2	3	5	1	2	1	2	3					19
TOTAL	100	151	173	178	273	284	270	325	0	0	0	0	1,754



Stage 2 Complaints

Month	Forms Issued	Stage 2 Received
Jan		3
Feb		4
Mar		4
Apr		3
May		13
Jun		4
Jul		4
Aug		4
Sep		
Oct		
Nov		
Dec		