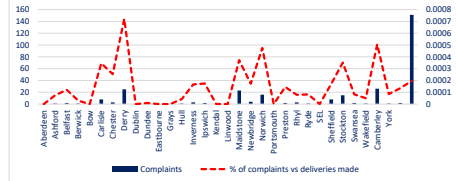


PDRP Complaints Tracker

Month Reported **Jan-23**

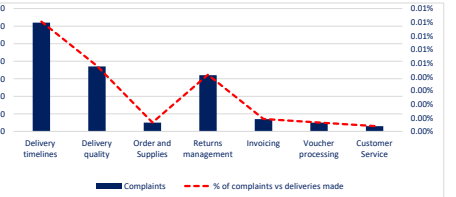
Complaints by Location (This Month)

Branch Split	No of Customers	Complaints	% of complaints vs deliveries made
Aberdeen	434	1	0.01%
Ashford	532	2	0.01%
Belfast	1,110	1	0.00%
Berwick	31	0	0.00%
Bow	748	8	0.03%
Carlisle	381	3	0.03%
Chester	1,119	25	0.07%
Derry	446	0	0.00%
Dublin	3,461	1	0.00%
Dundee	329	0	0.00%
Eastbourne	305	0	0.00%
Grays	762	1	0.00%
Hull	582	3	0.02%
Inverness	371	2	0.02%
Ipswich	671	0	0.00%
Kendal	206	0	0.00%
Linwood	1,993	23	0.04%
Maldstone	749	4	0.02%
Newbridge	1,087	16	0.05%
Norwich	524	0	0.00%
Portsmouth	446	2	0.01%
Preston	1,231	3	0.01%
Rhyl	395	1	0.01%
Ryde	123	0	0.00%
SEL	1,504	8	0.02%
Sheffield	1,375	15	0.04%
Stockton	779	2	0.01%
Swansea	649	1	0.00%
Wakefield	1,657	26	0.05%
Camberley	379	1	0.01%
York	481	2	0.01%
TOTAL	24,861	151	0.02%



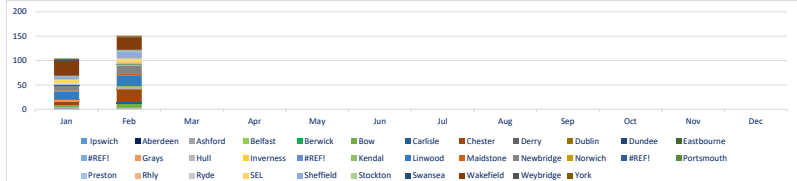
Complaints by Category (This Month)

Category Split	Definition	Complaints	% of complaints vs deliveries made
Delivery timeliness	Late Delivery and RDT Changes	62	0.01%
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	5	0.00%
Returns management	Non-collection of Returns	32	0.00%
Invoicing	Discrepancies on Credit/Delivery Notes and non-receipt of paperwork	7	0.00%
Voucher processing	Voucher scanning discrepancies	5	0.00%
Customer Service	Communication issues and Complaint Handling	3	0.00%
TOTAL		151	0.02%



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
Ashford	2	2											4
Belfast	0	1											1
Berwick	0	0											0
Bow	4	8											12
Carlisle	0	3											3
Chester	7	25											32
Derry	0	0											0
Dublin	0	1											1
Dundee	1	0											1
Eastbourne	0	0											0
Grays	2	1											3
Hull	0	3											3
Inverness	0	2											2
Ipswich	0	0											0
Kendal	0	0											0
Linwood	16	23											39
Maldstone	3	4											7
Newbridge	10	16											26
Norwich	0	0											0
Portsmouth	0	2											2
Preston	3	3											6
Rhyl	0	1											1
Ryde	0	0											0
SEL	8	8											16
Sheffield	6	15											21
Stockton	1	2											3
Swansea	1	1											2
Wakefield	30	26											56
Weybridge	2	1											3
York	3	2											5
TOTAL	100	151	0	0	0	0	0	0	0	0	0	0	251



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											104
Delivery quality	28	37											65
Order and Supply management	5	5											10
Returns management	18	32											50
Invoicing	2	7											9
Voucher processing	3	5											8
Customer Service	2	3											5
TOTAL	100	151	0	0	0	0	0	0	0	0	0	0	251



Stage 2 Complaints

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