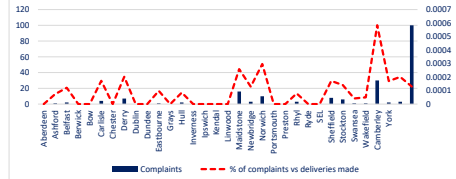


PDRP Complaints Tracker

Month Reported **Jan-23**

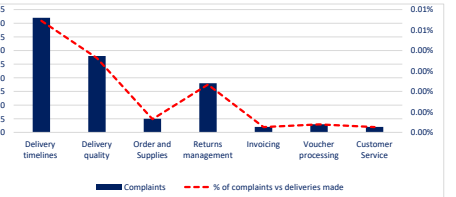
Complaints by Location (This Month)

Branch Split	No of Customers	Complaints	% of complaints vs deliveries made
Aberdeen	434	1	0.01%
Ashford	532	2	0.01%
Belfast	1,110	0	0.00%
Berwick	31	0	0.00%
Bow	748	4	0.02%
Carlisle	381	0	0.00%
Chester	1,119	7	0.02%
Derry	446	0	0.00%
Dublin	3,461	0	0.00%
Dundee	329	1	0.01%
Eastbourne	305	0	0.00%
Grays	762	2	0.01%
Hull	582	0	0.00%
Inverness	371	0	0.00%
Ipswich	671	0	0.00%
Kendal	206	0	0.00%
Linwood	1,993	16	0.03%
Maldstone	749	3	0.01%
Newbridge	1,087	10	0.03%
Norwich	524	0	0.00%
Portsmouth	446	0	0.00%
Preston	1,231	3	0.01%
Rhyl	396	0	0.00%
Ryde	123	0	0.00%
SEL	1,504	8	0.02%
Sheffield	1,375	6	0.01%
Stockton	779	1	0.00%
Swansea	649	1	0.00%
Wakefield	1,657	30	0.06%
Camberley	379	2	0.02%
York	481	3	0.02%
TOTAL	24,861	100	0.01%



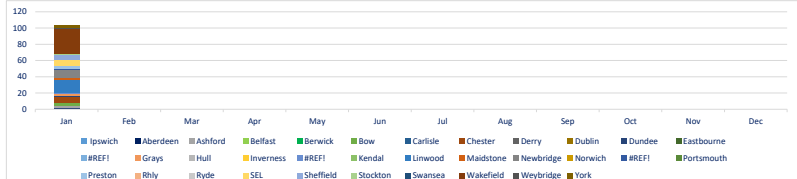
Complaints by Category (This Month)

Category Split	Definition	Complaints	% of complaints vs deliveries made
Delivery timeliness	Late Delivery and RDT Changes	42	0.01%
Delivery quality	Shortages, incorrect delivery location, condition of supplies and driver issues	28	0.00%
Order and Supplies	Supply issues affecting availability of titles or excess supplies	5	0.00%
Returns management	Non-collection of Returns	18	0.00%
Invoicing	Discrepancies on Credit/Delivery Notes and non-receipt of paperwork	2	0.00%
Voucher processing	Voucher scanning discrepancies	3	0.00%
Customer Service	Communication issues and Complaint Handling	2	0.00%
TOTAL		100	0.01%



Number of Complaints - Year to Date

Branch Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Aberdeen	1												1
Ashford	2												2
Belfast	0												0
Berwick	0												0
Bow	4												4
Carlisle	0												0
Chester	7												7
Derry	0												0
Dublin	0												0
Dundee	1												1
Eastbourne	0												0
Grays	2												2
Hull	0												0
Inverness	0												0
Ipswich	0												0
Kendal	0												0
Linwood	16												16
Maldstone	3												3
Newbridge	10												10
Norwich	0												0
Portsmouth	0												0
Preston	3												3
Rhyl	0												0
Ryde	0												0
SEL	8												8
Sheffield	6												6
Stockton	1												1
Swansea	1												1
Wakefield	30												30
Weybridge	2												2
York	3												3
TOTAL	100	0	0	0	0	0	0	0	0	0	0	0	100



Number of Complaints - Year to Date

Category Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Delivery timeliness	42												42
Delivery quality	28												28
Order and Supply management	5												5
Returns management	18												18
Invoicing	2												2
Voucher processing	3												3
Customer Service	2												2
TOTAL	100	0	0	0	0	0	0	0	0	0	0	0	100



Stage 2 Complaints

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