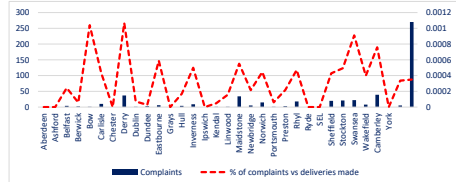


PDRP Complaints Tracker

Month Reported **Jul-23**

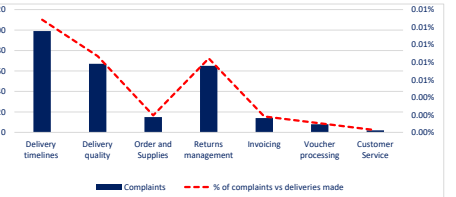
Complaints by Location (This Month)

Branch Split	No of Customers	Complaints	% of complaints vs deliveries made
Aberdeen	434	0	0.00%
Ashford	532	4	0.02%
Belfast	1,110	2	0.01%
Berwick	31	1	0.10%
Bow	748	10	0.04%
Carlisle	381	0	0.00%
Chester	1,119	37	0.11%
Derry	446	1	0.01%
Dublin	3,461	3	0.00%
Dundee	329	6	0.06%
Eastbourne	305	0	0.00%
Grays	762	4	0.02%
Hull	582	9	0.05%
Inverness	371	0	0.00%
Ipswich	671	1	0.00%
Kendal	206	1	0.02%
Linwood	1,993	34	0.06%
Maldstone	749	5	0.02%
Newbridge	1,087	15	0.04%
Norwich	524	1	0.01%
Portsmouth	446	3	0.02%
Preston	1,231	18	0.05%
Rhyl	396	0	0.00%
Ryde	123	0	0.00%
SEL	1,504	20	0.04%
Sheffield	1,375	21	0.05%
Stockton	779	22	0.09%
Swansea	649	8	0.04%
Wakefield	1,657	39	0.08%
Weybridge	379	0	0.00%
York	481	5	0.03%
TOTAL	24,861	270	0.04%



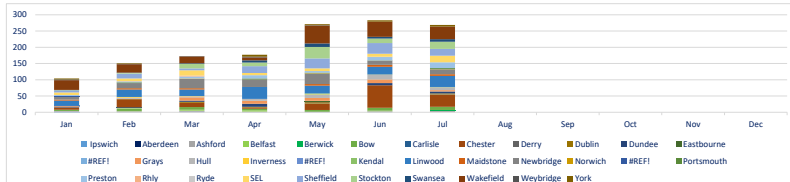
Complaints by Category (This Month)

Category Split	Definition	Complaints	% of complaints vs deliveries made
Delivery timelines	Late Delivery and RDT Changes	99	0.01%
Delivery quality	Shortages, incorrect delivery location, condition of supplies and driver issues	67	0.01%
Order and Supplies	Supply issues affecting availability of titles or excess supplies	15	0.00%
Returns management	Non-collection of Returns	65	0.01%
Invoicing	Discrepancies on Credit/Delivery Notes and non-receipt of paperwork	14	0.00%
Voucher processing	Voucher scanning discrepancies	8	0.00%
Customer Service	Communication issues and Complaint Handling	2	0.00%
TOTAL		270	0.04%



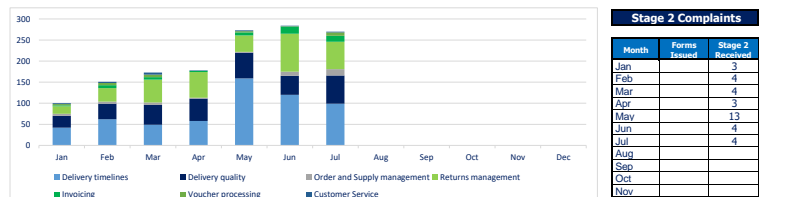
Number of Complaints - Year to Date

Branch Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Aberdeen	1	1	2	1	1	1	0						7
Ashford	2	2	3	1	0	2	4						14
Belfast	0	1	3	4	0	2	2						12
Berwick	0	0	0	0	0	0	1						1
Bow	4	8	8	5	6	9	10						50
Carlisle	0	3	0	0	0	0	0						3
Chester	7	25	13	4	19	69	37						174
Derry	0	0	0	0	1	0	1						2
Dublin	0	1	3	2	4	0	3						13
Dundee	1	0	4	9	2	7	6						29
Eastbourne	0	0	0	0	2	0	0						2
Grays	2	1	10	9	9	11	4						46
Hull	0	3	3	6	10	14	9						45
Inverness	0	2	1	0	1	1	0						5
Ipswich	0	0	0	1	2	1	1						5
Kendal	0	0	0	0	3	0	1						4
Linwood	16	23	20	37	24	24	34						178
Maldstone	3	4	4	0	5	6	5						27
Newbridge	10	16	29	23	32	13	15						138
Norwich	0	0	1	0	1	0	1						3
Portsmouth	0	2	0	3	2	1	3						11
Preston	3	3	6	10	5	10	18						55
Rhyl	0	1	3	0	0	1	0						5
Ryde	0	0	0	0	0	0	0						0
SEL	8	8	16	7	8	9	20						76
Sheffield	6	15	6	21	31	33	21						133
Stockton	1	2	14	11	35	14	22						99
Swansea	1	1	2	7	11	5	8						35
Wakefield	30	26	21	9	55	47	39						227
Weybridge	2	1	1	2	1	0	0						7
York	3	2	0	6	3	4	5						23
TOTAL	100	151	173	178	273	284	270	0	0	0	0	0	1,429



Number of Complaints - Year to Date

Category Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Delivery timelines	42	62	49	58	159	120	99						589
Delivery quality	28	37	47	53	61	45	67						338
Order and Supply management	5	5	6	2	2	10	15						45
Returns management	18	32	54	61	39	90	65						359
Invoicing	2	7	6	3	7	17	14						56
Voucher processing	3	5	6	0	3	1	8						26
Customer Service	2	3	5	1	2	1	2						16
TOTAL	100	151	173	178	273	284	270	0	0	0	0	0	1,429



Stage 2 Complaints

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