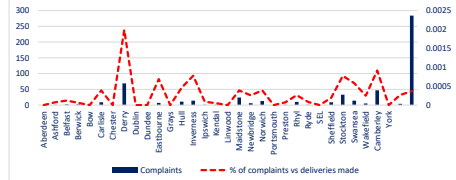


PDRP Complaints Tracker

Month Reported **May-23**

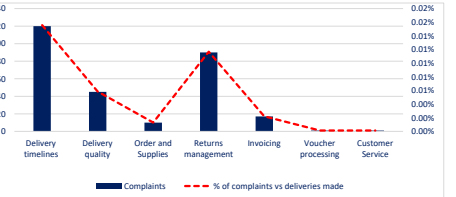
Complaints by Location (This Month)

Branch Split	No of Customers	Complaints	% of complaints vs deliveries made
Aberdeen	434	1	0.01%
Ashford	532	2	0.01%
Belfast	1,110	2	0.00%
Berwick	31	0	0.00%
Bow	748	9	0.04%
Carlisle	381	0	0.00%
Chester	1,119	69	0.20%
Derry	446	0	0.00%
Dublin	3,461	0	0.00%
Dundee	329	7	0.07%
Eastbourne	305	0	0.00%
Grays	762	11	0.05%
Hull	582	14	0.08%
Inverness	371	1	0.01%
Ipswich	671	1	0.00%
Kendal	206	0	0.00%
Linwood	1,993	24	0.04%
Maldstone	749	6	0.03%
Newbridge	1,087	13	0.04%
Norwich	524	0	0.00%
Portsmouth	446	1	0.01%
Preston	1,231	10	0.03%
Rhyl	396	1	0.01%
Ryde	123	0	0.00%
SEL	1,504	9	0.02%
Sheffield	1,375	33	0.08%
Stockton	779	14	0.06%
Swansea	649	5	0.02%
Wakefield	1,657	47	0.09%
Weybridge	379	0	0.00%
York	481	4	0.03%
TOTAL	24,861	284	0.04%



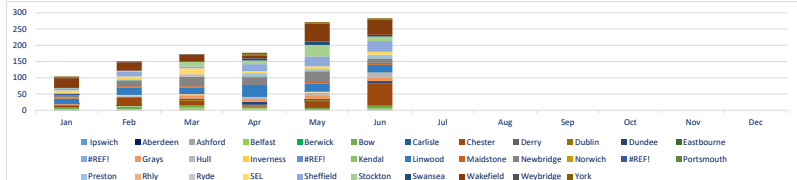
Complaints by Category (This Month)

Category Split	Definition	Complaints	% of complaints vs deliveries made
Delivery timelines	Late Delivery and RDT Changes	120	0.02%
Delivery quality	Shortages, incorrect delivery location, condition of supplies and driver issues	45	0.01%
Order and Supplies	Supply issues affecting availability of titles or excess supplies	10	0.00%
Returns management	Non-collection of Returns	90	0.01%
Invoicing	Discrepancies on Credit/Delivery Notes and non-receipt of paperwork	17	0.00%
Voucher processing	Voucher scanning discrepancies	1	0.00%
Customer Service	Communication issues and Complaint Handling	1	0.00%
TOTAL		284	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							7
Ashford	2	2	3	1	0	2							10
Belfast	0	1	3	4	0	2							10
Berwick	0	0	0	0	0	0							0
Bow	4	8	8	5	6	9							40
Carlisle	0	3	0	0	0	0							3
Chester	7	25	13	4	19	69							137
Derry	0	0	0	0	1	0							1
Dublin	0	1	3	2	4	0							10
Dundee	1	0	4	9	2	7							23
Eastbourne	0	0	0	0	2	0							2
Grays	2	1	10	9	9	11							42
Hull	0	3	3	6	10	14							36
Inverness	0	2	1	0	1	1							5
Ipswich	0	0	0	1	2	1							4
Kendal	0	0	0	0	3	0							3
Linwood	16	23	20	37	24	24							144
Maldstone	3	4	4	0	5	6							22
Newbridge	10	16	29	23	32	13							123
Norwich	0	0	1	0	1	0							2
Portsmouth	0	2	0	3	2	1							8
Preston	3	3	6	10	5	10							37
Rhyl	0	1	3	0	0	1							5
Ryde	0	0	0	0	0	0							0
SEL	8	8	16	7	8	9							56
Sheffield	6	15	6	21	31	33							112
Stockton	1	2	14	11	35	14							77
Swansea	1	1	2	7	11	5							27
Wakefield	30	26	21	9	55	47							188
Weybridge	2	1	1	2	1	0							7
York	3	2	0	6	3	4							18
TOTAL	100	151	173	178	273	284	0	0	0	0	0	0	1,159



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							490
Delivery quality	28	37	47	53	61	45							271
Order and Supply management	5	5	6	2	2	10							30
Returns management	18	32	54	61	39	90							294
Invoicing	2	7	6	3	7	17							42
Voucher processing	3	5	6	0	3	1							18
Customer Service	2	3	5	1	2	1							14
TOTAL	100	151	173	178	273	284	0	0	0	0	0	0	1,159



Stage 2 Complaints

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