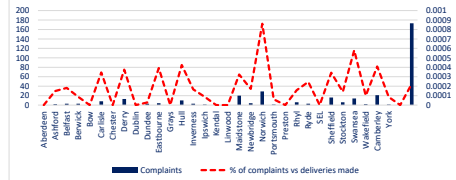


PDRP Complaints Tracker

Month Reported: **Mar-23**

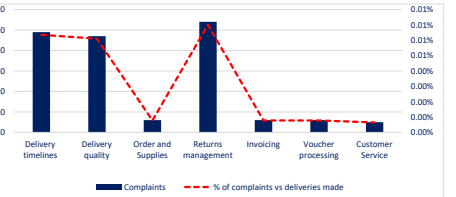
Complaints by Location (This Month)

Branch Split	No of Customers	Complaints	% of complaints vs deliveries made
Aberdeen	434	2	0.01%
Ashford	532	3	0.02%
Belfast	1,110	3	0.01%
Berwick	31	0	0.00%
Bow	748	8	0.03%
Carlisle	381	0	0.00%
Chester	1,119	13	0.04%
Derry	446	0	0.00%
Dublin	3,461	3	0.00%
Dundee	329	4	0.04%
Eastbourne	305	0	0.00%
Grays	762	10	0.04%
Hull	382	3	0.02%
Inverness	371	1	0.01%
Ipswich	671	0	0.00%
Kendal	206	0	0.00%
Linwood	1,993	20	0.03%
Maldstone	749	4	0.02%
Newbridge	1,087	29	0.09%
Norwich	524	1	0.01%
Portsmouth	446	0	0.00%
Preston	1,231	6	0.02%
Rhyl	396	3	0.02%
Ryde	123	0	0.00%
SEL	1,504	16	0.03%
Sheffield	1,375	6	0.01%
Stockton	779	14	0.06%
Swansea	649	2	0.01%
Wakefield	1,657	21	0.04%
Camberley	379	1	0.01%
York	481	0	0.00%
TOTAL	24,861	173	0.02%



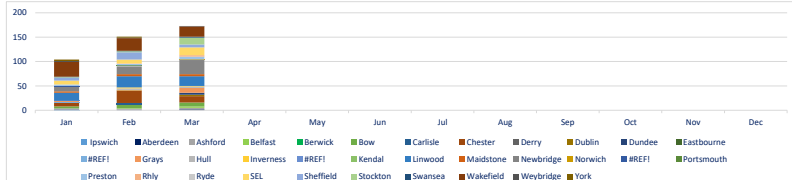
Complaints by Category (This Month)

Category Split	Definition	Complaints	% of complaints vs deliveries made
Delivery timelines	Late Delivery and RDT Changes	49	0.01%
Delivery quality	Shortages, incorrect delivery location, condition of supplies and driver issues	47	0.01%
Order and Supplies	Supply issues affecting availability of titles or excess supplies	6	0.00%
Returns management	Non-collection of Returns	54	0.01%
Invoicing	Discrepancies on Credit/Delivery Notes and non-receipt of paperwork	6	0.00%
Voucher processing	Voucher scanning discrepancies	6	0.00%
Customer Service	Communication issues and Complaint Handling	5	0.00%
TOTAL		173	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										4
Ashford	2	2	3										7
Belfast	0	1	3										4
Berwick	0	0	0										0
Bow	4	8	8										20
Carlisle	0	3	0										3
Chester	7	25	13										45
Derry	0	0	0										0
Dublin	0	1	3										4
Dundee	1	0	4										5
Eastbourne	0	0	0										0
Grays	2	1	10										13
Hull	0	3	3										6
Inverness	0	2	1										3
Ipswich	0	0	0										0
Kendal	0	0	0										0
Linwood	16	23	20										59
Maldstone	3	4	4										11
Newbridge	10	16	29										55
Norwich	0	0	1										1
Portsmouth	0	2	0										2
Preston	3	3	6										12
Rhyl	0	1	3										4
Ryde	0	0	0										0
SEL	8	8	16										32
Sheffield	6	15	6										27
Stockton	1	2	14										17
Swansea	1	1	2										4
Wakefield	30	26	21										77
Weybridge	2	1	1										4
York	3	2	0										5
TOTAL	100	151	173	0	0	0	0	0	0	0	0	0	424



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										153
Delivery quality	28	37	47										112
Order and Supply management	5	5	6										16
Returns management	18	32	54										104
Invoicing	2	7	6										15
Voucher processing	3	5	6										14
Customer Service	2	3	5										10
TOTAL	100	151	173	0	0	0	0	0	0	0	0	0	424



Stage 2 Complaints

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