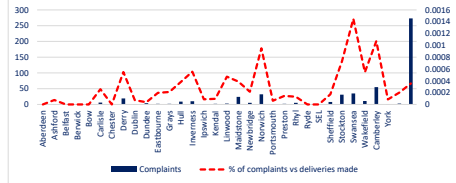


PDRP Complaints Tracker

Month Reported: **May-23**

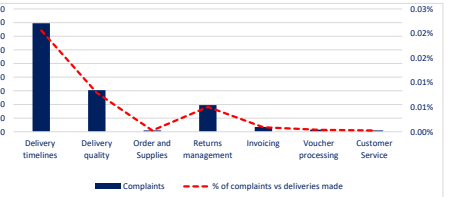
Complaints by Location (This Month)

Branch Split	No of Customers	Complaints	% of complaints vs deliveries made
Aberdeen	434	1	0.01%
Ashford	532	0	0.00%
Belfast	1,110	0	0.00%
Berwick	31	0	0.00%
Bow	748	6	0.03%
Carlisle	381	0	0.00%
Chester	1,119	19	0.05%
Derry	446	1	0.01%
Dublin	3,461	4	0.00%
Dundee	329	2	0.02%
Eastbourne	305	2	0.02%
Grays	762	9	0.04%
Hull	582	10	0.06%
Inverness	371	1	0.01%
Ipswich	671	2	0.01%
Kendal	206	3	0.05%
Linwood	1,993	24	0.04%
Maldstone	749	5	0.02%
Newbridge	1,087	32	0.09%
Norwich	524	1	0.01%
Portsmouth	446	2	0.01%
Preston	1,231	5	0.01%
Rhyl	396	0	0.00%
Ryde	123	0	0.00%
SEL	1,504	8	0.02%
Sheffield	1,375	31	0.07%
Stockton	779	35	0.14%
Swansea	649	11	0.05%
Wakefield	1,657	55	0.11%
Camberley	379	1	0.01%
York	481	3	0.02%
TOTAL	24,861	273	0.04%



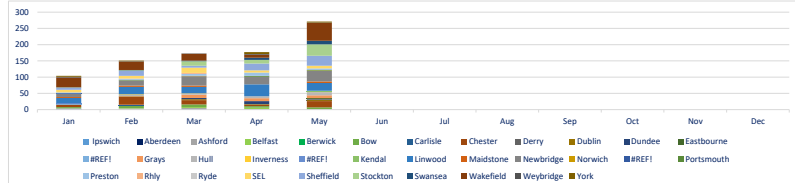
Complaints by Category (This Month)

Category Split	Definition	Complaints	% of complaints vs deliveries made
Delivery timelines	Late Delivery and RDT Changes	159	0.02%
Delivery quality	Shortages, incorrect delivery location, condition of supplies and driver issues	61	0.01%
Order and Supplies	Supply issues affecting availability of titles or excess supplies	2	0.00%
Returns management	Non-collection of Returns	39	0.01%
Invoicing	Discrepancies on Credit/Delivery Notes and non-receipt of paperwork	7	0.00%
Voucher processing	Voucher scanning discrepancies	3	0.00%
Customer Service	Communication issues and Complaint Handling	2	0.00%
TOTAL		273	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								6
Ashford	2	2	3	1	0								8
Belfast	0	1	3	4	0								8
Berwick	0	0	0	0	0								0
Bow	4	8	8	5	6								31
Carlisle	0	3	0	0	0								3
Chester	7	25	13	4	19								68
Derry	0	0	0	0	1								1
Dublin	0	1	3	2	4								10
Dundee	1	0	4	9	2								16
Eastbourne	0	0	0	0	2								2
Grays	2	1	10	9	9								31
Hull	0	3	3	6	10								22
Inverness	0	2	1	0	1								4
Ipswich	0	0	0	1	2								3
Kendal	0	0	0	0	3								3
Linwood	16	23	20	37	24								120
Maldstone	3	4	4	0	5								16
Newbridge	10	16	29	23	32								110
Norwich	0	0	1	0	1								2
Portsmouth	0	2	0	3	2								7
Preston	3	3	6	10	5								27
Rhyl	0	1	3	0	0								4
Ryde	0	0	0	0	0								0
SEL	8	8	16	7	8								47
Sheffield	6	15	6	21	31								79
Stockton	1	2	14	11	35								63
Swansea	1	1	2	7	11								22
Wakefield	30	26	21	9	55								141
Weybridge	2	1	1	2	1								7
York	3	2	0	6	3								14
TOTAL	100	151	173	178	273	0	0	0	0	0	0	0	875



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								370
Delivery quality	28	37	47	53	61								226
Order and Supply management	5	5	6	2	2								20
Returns management	18	32	54	61	39								204
Invoicing	2	7	6	3	7								25
Voucher processing	3	5	6	0	3								17
Customer Service	2	3	5	1	2								13
TOTAL	100	151	173	178	273	0	0	0	0	0	0	0	875



Stage 2 Complaints

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