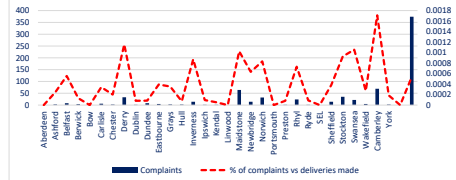


PDRP Complaints Tracker

Month Reported **Oct-23**

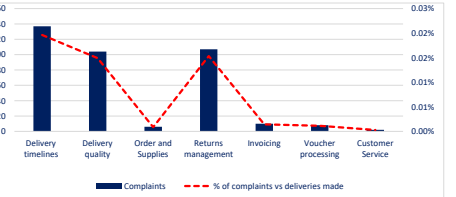
Complaints by Location (This Month)

Branch Split	No of Customers	Complaints	% of complaints vs deliveries made
Aberdeen	401	3	0.02%
Ashford	466	8	0.06%
Belfast	983	4	0.01%
Berwick	50	0	0.00%
Bow	568	6	0.03%
Carlisle	323	2	0.02%
Chester	922	33	0.12%
Derry	395	1	0.01%
Dublin	3,079	8	0.01%
Dundee	412	5	0.04%
Eastbourne	275	3	0.04%
Grays	884	2	0.01%
Hull	518	14	0.09%
Inverness	339	1	0.01%
Ipswich	608	1	0.01%
Kendal	166	0	0.00%
Linwood	2,016	64	0.10%
Maldstone	712	14	0.06%
Newbridge	1,240	32	0.08%
Norwich	482	0	0.00%
Portsmouth	398	1	0.01%
Preston	1,060	24	0.07%
Rhyl	362	1	0.01%
Ryde	113	0	0.00%
SEL	1,188	14	0.04%
Sheffield	1,218	35	0.09%
Stockton	673	22	0.11%
Swansea	594	5	0.03%
Wakefield	1,302	69	0.17%
Weybridge	351	2	0.02%
York	422	0	0.00%
TOTAL	22,520	374	0.05%



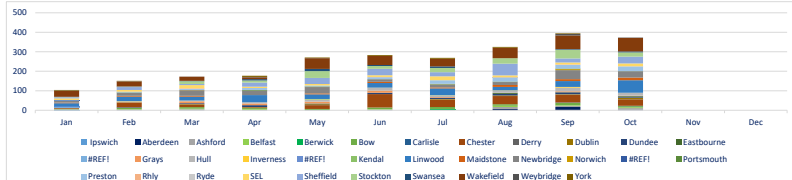
Complaints by Category (This Month)

Category Split	Definition	Complaints	% of complaints vs deliveries made
Delivery timeliness	Late Delivery and RDT Changes	137	0.02%
Delivery quality	Shortages, incorrect delivery location, condition of supplies and driver issues	104	0.01%
Order and Supplies	Supply issues affecting availability of titles or excess supplies	6	0.00%
Returns management	Non-collection of Returns	107	0.02%
Invoicing	Discrepancies on Credit/Delivery Notes and non-receipt of paperwork	10	0.00%
Voucher processing	Voucher scanning discrepancies	8	0.00%
Customer Service	Communication issues and Complaint Handling	2	0.00%
TOTAL		374	0.06%



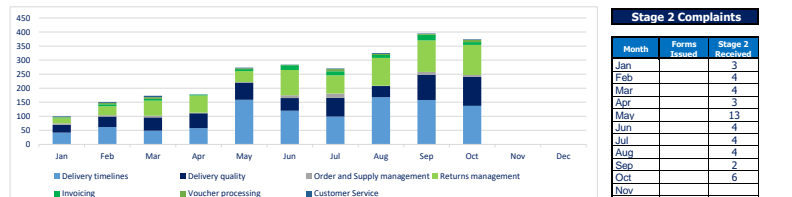
Number of Complaints - Year to Date

Branch Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Aberdeen	1	1	2	1	1	1	0	7	17	3			34
Ashford	2	2	3	1	0	2	4	10	6	8			38
Belfast	0	1	3	4	0	2	2	6	3	4			25
Berwick	0	0	0	0	0	0	1	0	0	0			1
Bow	4	8	8	5	6	9	10	8	12	6			76
Carlisle	0	3	0	0	0	0	0	0	2	2			7
Chester	7	25	13	4	19	69	37	42	39	33			288
Derry	0	0	0	0	1	0	1	0	2	1			5
Dublin	0	1	3	2	4	0	3	3	2	8			26
Dundee	1	0	4	9	2	7	6	8	9	5			51
Eastbourne	0	0	0	0	2	0	0	5	1	3			11
Grays	2	1	10	9	9	11	4	1	4	2			53
Hull	0	3	3	6	10	14	9	11	19	14			89
Inverness	0	2	1	0	1	1	0	1	4	1			11
Ipswich	0	0	0	1	2	1	1	0	0	1			6
Kendal	0	0	0	0	3	0	1	0	0	0			4
Linwood	16	23	20	37	24	24	34	18	30	64			290
Maldstone	3	4	4	0	5	6	5	10	10	14			61
Newbridge	10	16	29	23	32	13	15	15	46	32			211
Norwich	0	0	1	0	1	0	1	0	5	0			8
Portsmouth	0	2	0	3	2	1	3	2	3	1			17
Preston	3	3	6	10	5	10	18	21	19	24			119
Rhyl	0	1	3	0	0	1	0	1	2	1			9
Ryde	0	0	0	0	0	0	0	1	0	0			1
SEL	8	8	16	7	8	9	20	9	10	14			109
Sheffield	6	15	6	21	31	33	21	60	21	35			249
Stockton	1	2	14	11	35	14	22	28	45	22			194
Swansea	1	1	2	7	11	5	8	0	3	5			43
Wakefield	3	26	21	9	55	47	39	54	70	69			420
Weybridge	2	1	1	2	1	0	0	0	8	2			17
York	3	2	0	6	3	4	5	4	3	0			30
TOTAL	100	151	173	178	273	284	270	325	395	374	0	0	2,523



Number of Complaints - Year to Date

Category Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Delivery timeliness	42	62	49	58	159	120	99	168	158	137			1,052
Delivery quality	28	37	47	53	61	45	67	40	90	104			572
Order and Supply management	5	5	6	2	2	10	15	1	10	6			62
Returns management	18	32	54	61	39	90	65	99	112	107			677
Invoicing	2	7	6	3	7	17	14	10	20	10			96
Voucher processing	3	5	6	0	3	1	8	4	3	8			41
Customer Service	2	3	5	1	2	1	2	3	2	2			23
TOTAL	100	151	173	178	273	284	270	325	395	374	0	0	2,523



Stage 2 Complaints

Month	Forms Issued	Stage 2 Received
Jan		3
Feb		4
Mar		4
Apr		3
May		13
Jun		4
Jul		4
Aug		4
Sep		2
Oct		6
Nov		
Dec		