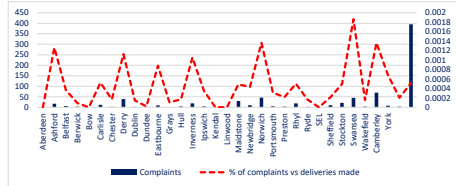


PDRP Complaints Tracker

Month Reported: **Sep-23**

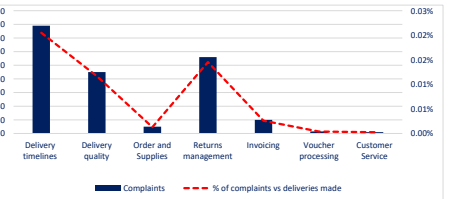
Complaints by Location (This Month)

Branch Split	No of Customers	Complaints	% of complaints vs deliveries made
Aberdeen	434	17	0.13%
Ashford	532	6	0.04%
Belfast	1,110	3	0.01%
Berwick	31	0	0.00%
Bow	748	12	0.05%
Carlisle	381	2	0.02%
Chester	1,119	39	0.11%
Derry	446	2	0.01%
Dublin	3,461	2	0.00%
Dundee	329	9	0.09%
Eastbourne	305	1	0.01%
Grays	762	4	0.02%
Hull	582	19	0.11%
Inverness	371	4	0.03%
Ipswich	671	0	0.00%
Kendal	206	0	0.00%
Linwood	1,993	30	0.05%
Maldstone	749	2	0.04%
Newbridge	1,087	46	0.14%
Norwich	524	5	0.03%
Portsmouth	446	3	0.02%
Preston	1,231	19	0.05%
Rhyl	396	2	0.02%
Ryde	123	0	0.00%
SEL	1,504	10	0.02%
Sheffield	1,375	21	0.05%
Stockton	779	45	0.19%
Swansea	649	3	0.01%
Wakefield	1,657	70	0.14%
Camberley	379	8	0.07%
York	481	3	0.02%
TOTAL	24,861	395	0.05%



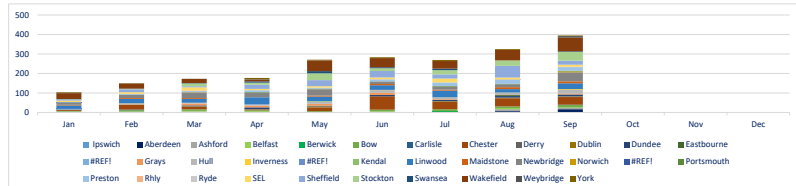
Complaints by Category (This Month)

Category Split	Definition	Complaints	% of complaints vs deliveries made
Delivery timeliness	Late Delivery and RDT Changes	158	0.02%
Delivery quality	Shortages, incorrect delivery location, condition of supplies and driver issues	90	0.01%
Order and Supplies	Supply issues affecting availability of titles or excess supplies	10	0.00%
Returns management	Non-collection of Returns	112	0.01%
Invoicing	Discrepancies on Credit/Delivery Notes and non-recieot of paperwork	20	0.00%
Voucher processing	Voucher scanning discrepancies	3	0.00%
Customer Service	Communication issues and Complaint Handling	2	0.00%
TOTAL		395	0.05%



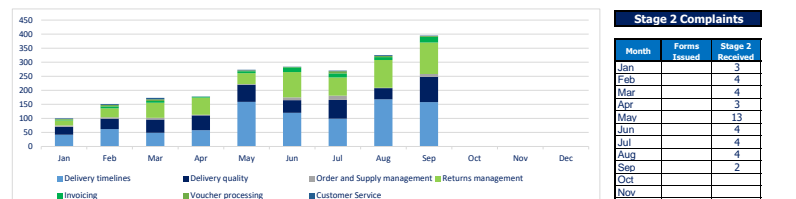
Number of Complaints - Year to Date

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				31
Ashford	2	2	3	1	0	2	4	10	6				30
Belfast	0	1	3	4	0	2	2	6	3				21
Berwick	0	0	0	0	0	0	1	0	0				1
Bow	4	8	8	5	6	9	10	8	12				70
Carlisle	0	3	0	0	0	0	0	0	2				5
Chester	7	25	13	4	19	69	37	42	39				255
Derry	0	0	0	0	1	0	1	0	2				4
Dublin	0	1	3	2	4	0	3	3	2				18
Dundee	1	0	4	9	2	7	6	8	9				46
Eastbourne	0	0	0	0	2	0	0	5	1				8
Grays	2	1	10	9	9	11	4	1	4				51
Hull	0	3	3	6	10	14	9	11	19				75
Inverness	0	2	1	0	1	1	0	1	4				10
Ipswich	0	0	0	1	2	1	1	0	0				5
Kendal	0	0	0	0	3	0	1	0	0				4
Linwood	16	23	20	37	24	24	34	18	30				226
Maldstone	3	4	4	0	5	6	5	10	10				47
Newbridge	10	16	29	23	32	13	15	15	46				199
Norwich	0	0	1	0	1	0	1	0	5				8
Portsmouth	0	2	0	3	2	1	3	2	3				16
Preston	3	3	6	10	5	10	18	21	19				95
Rhyl	0	1	3	0	0	1	0	1	2				8
Ryde	0	0	0	0	0	0	0	1	0				1
SEL	8	8	16	7	8	9	20	9	10				95
Sheffield	6	15	6	21	31	33	21	60	21				214
Stockton	1	2	14	11	35	14	22	28	45				172
Swansea	1	1	2	7	11	5	8	0	3				38
Wakefield	30	26	21	9	55	47	39	54	70				351
Weybridge	2	1	1	2	1	0	0	0	8				15
York	3	2	0	6	3	4	5	4	3				30
TOTAL	100	151	173	178	273	284	270	325	395	0	0	0	2,149



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				915
Delivery quality	28	37	47	53	61	45	67	40	90				468
Order and Supply management	5	5	6	2	2	10	15	1	10				56
Returns management	18	32	54	61	39	90	65	99	112				570
Invoicing	2	7	6	3	7	17	14	10	20				86
Voucher processing	3	5	6	0	3	1	8	4	3				33
Customer Service	2	3	5	1	2	1	2	3	2				21
TOTAL	100	151	173	178	273	284	270	325	395	0	0	0	2,149



Stage 2 Complaints

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