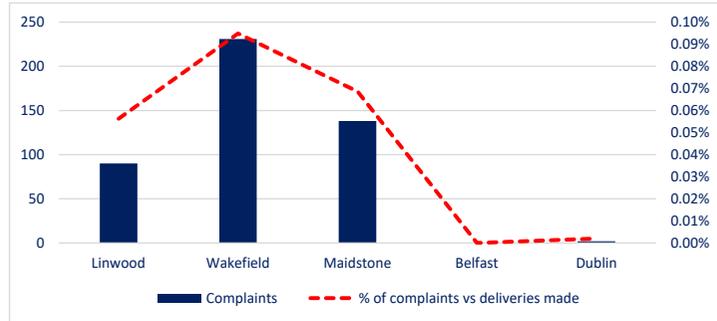


PDRP Complaints Tracker

Month Reported **Apr-19**

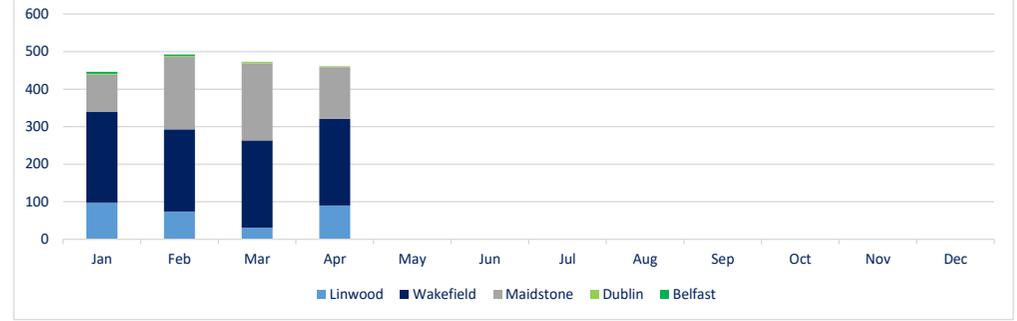
Complaints by Location (This Month)

Branch Split	No of Customers	Complaints	% of complaints vs deliveries made
Linwood	5,329	90	0.06%
Wakefield	8,118	231	0.09%
Maidstone	6,711	138	0.07%
Belfast	1,476	0	0.00%
Dublin	3,344	2	0.00%
TOTAL	24,978	461	0.06%



Number of Complaints - Year to Date

Branch Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Linwood	97	74	31	90	0	0	0	0	0	0	0	0	292
Wakefield	242	219	232	231	0	0	0	0	0	0	0	0	924
Maidstone	100	193	206	138	0	0	0	0	0	0	0	0	637
Dublin	2	3	4	2	0	0	0	0	0	0	0	0	11
Belfast	5	3	0	0	0	0	0	0	0	0	0	0	8
TOTAL	446	492	473	461	0	1,872							



Complaints by Category (This Month)

Category Split	Complaints	% of complaints vs deliveries made
Delivery timelines	270	0.04%
Delivery quantity	42	0.01%
Order and Supply management	0	0.00%
Returns management	99	0.01%
Invoicing	21	0.00%
Voucher processing	0	0.00%
Customer Service	29	0.00%
TOTAL	461	0.06%



Number of Complaints - Year to Date

Category Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Delivery timelines	115	178	236	270	0	0	0	0	0	0	0	0	799
Delivery quantity	24	23	17	42	0	0	0	0	0	0	0	0	106
Order and Supply management	4	5	0	0	0	0	0	0	0	0	0	0	9
Returns management	125	102	86	99	0	0	0	0	0	0	0	0	412
Invoicing	24	18	15	21	0	0	0	0	0	0	0	0	78
Voucher processing	1	2	0	0	0	0	0	0	0	0	0	0	3
Customer Service	153	164	119	29	0	0	0	0	0	0	0	0	465
TOTAL	446	492	473	461	0	1,872							

