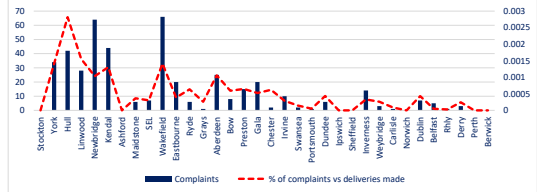


PDRP Complaints Tracker

Month Reported: **Aug**

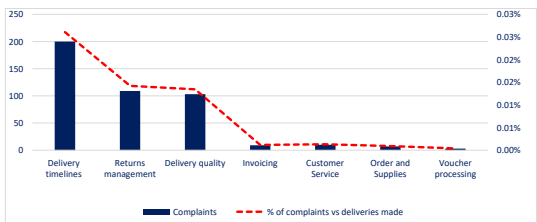
Complaints by Location (This Month)

Branch Split	No of Customers	Complaints	% of complaints vs deliveries made
Stockton	779	34	0.14%
York	481	42	0.28%
Hull	582	28	0.16%
Linwood	1,993	64	0.10%
Newbridge	1,087	44	0.13%
Kendal	206	0	0.00%
Ashford	532	6	0.04%
Maldstone	749	7	0.03%
SEL	1,504	66	0.14%
Wakefield	1,657	20	0.04%
Eastbourne	305	6	0.06%
Ryde	123	1	0.03%
Grays	762	25	0.11%
Aberdeen	434	8	0.06%
Bow	748	15	0.06%
Preston	1,231	20	0.05%
Gala	104	2	0.06%
Chester	1,119	10	0.03%
Irvine	453	2	0.01%
Swansea	649	1	0.00%
Portsmouth	446	6	0.04%
Dundee	329	0	0.00%
Ipswich	671	0	0.00%
Sheffield	1,375	14	0.03%
Inverness	371	3	0.03%
Weybridge	379	1	0.01%
Carlisle	381	0	0.00%
Norwich	524	7	0.04%
Dublin	3,461	5	0.00%
Belfast	1,110	1	0.00%
Irvine	396	3	0.02%
Derry	446	0	0.00%
Perth	146	0	0.00%
Berwick	31	0	0.00%
TOTAL	25,564	441	0.06%



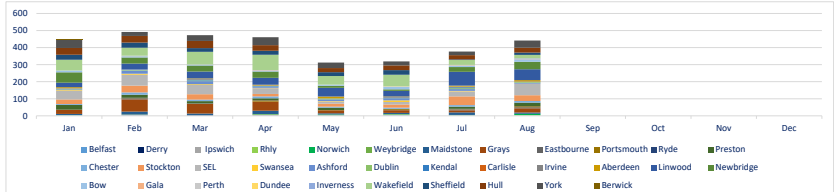
Complaints by Category (This Month)

Category Split	Definition	Complaints	% of complaints vs deliveries made
Delivery timeliness	Late Delivery and RDT Changes	200	0.03%
Returns management	Non-collection of Returns	109	0.01%
Delivery quality	Shortages, incorrect delivery location, condition of supplies and driver issues	103	0.01%
Invoicing	Discrepancies on Credit/Delivery Notes and non-receipt of paperwork	9	0.00%
Customer Service	Communication issues and Complaint Handling	10	0.00%
Order and Supplies	Supply issues affecting availability of titles or excess supplies	7	0.00%
Voucher processing	Voucher scanning discrepancies	3	0.00%
TOTAL		441	0.06%



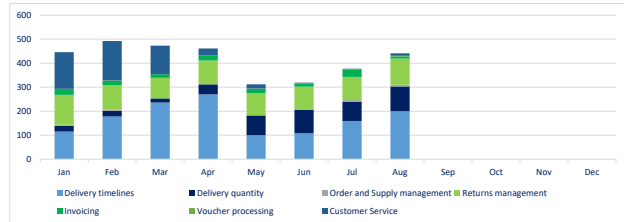
Number of Complaints - Year to Date

Branch Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Belfast	2	3	0	0	0	3	1	1					
Derry	0	0	0	0	0	0	0	0					
Ipswich	0	2	0	5	2	2	2	0					
Rhly	1	2	0	0	1	1	0	3					
Norwich	1	0	0	2	4	2	1	7					
Weybridge	0	0	0	3	1	2	1	1					
Maldstone	7	18	13	20	7	7	15	7					
Grays	25	72	57	53	17	16	12	25					
Eastbourne	0	2	3	0	0	1	5	6					
Portsmouth	0	3	0	8	2	5	2	6					
Ryde	0	3	0	1	0	0	2	1					
Preston	28	18	13	11	14	2	13	20					
Chester	5	13	9	11	6	7	9	10					
Stockton	27	40	32	14	17	19	51	34					
SEL	51	64	54	34	12	14	29	66					
Swansea	4	6	4	2	3	10	3	1					
Ashford	4	19	18	6	11	11	11	6					
Dublin	5	3	4	2	5	1	5	5					
Kendal	0	1	7	3	0	3	5	0					
Carlisle	1	0	1	0	0	0	1	0					
Irvine	2	2	0	3	1	4	3	2					
Aberdeen	5	0	4	4	10	3	6	8					
Linwood	26	34	41	41	51	33	81	64					
Newbridge	61	36	35	37	12	9	28	44					
Bow	10	8	6	6	7	16	10	15					
Gala	0	0	0	2	0	1	1	2					
Perth	0	0	0	0	0	0	0	0					
Dundee	0	1	1	0	0	1	1	0					
Inverness	1	2	0	1	0	0	1	3					
Wakefield	63	46	73	89	50	68	28	20					
Sheffield	29	30	22	23	23	27	4	14					
Hull	40	39	42	33	24	28	25	28					
York	47	24	34	47	32	23	21	42					
Berwick	1	0	0	0	0	0	0	0					
TOTAL	446	492	473	461	312	319	377	441	0	0	0	0	3,321



Number of Complaints - Year to Date

Category Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Delivery timeliness	115	178	236	270	100	108	159	200	0	0	0	0	1,366
Delivery quantity	24	23	17	42	82	98	81	103	0	0	0	0	470
Order and Supply management	4	5	0	0	2	1	6	7	0	0	0	0	25
Returns management	125	102	86	99	91	95	97	109	0	0	0	0	804
Invoicing	24	18	15	21	18	14	29	9	0	0	0	0	148
Voucher processing	1	2	0	0	1	1	2	3	0	0	0	0	10
Customer Service	153	164	119	29	18	2	3	10	0	0	0	0	498
TOTAL	446	492	473	461	312	319	377	441	0	0	0	0	3,321



Stage 2 Complaints

Month	Forms Issued	Forms Received
Jan	17	2
Feb	7	1
Mar	7	1
Apr	20	6
May	9	0
Jun	8	1
Jul	12	3
Aug	15	4
Sep		
Oct		
Nov		
Dec		