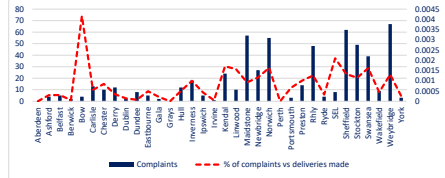


PDRP Complaints Tracker

Month Reported: **Aug-20**

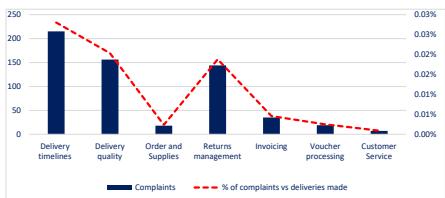
Complaints by Location (This Month)

Branch Split	No of Customers	Complaints	% of complaints vs deliveries made
Aberdeen	434	4	0.03%
Ashford	532	5	0.03%
Belfast	1,110	2	0.01%
Berwick	31	4	0.42%
Bow	748	13	0.06%
Carlisle	381	10	0.08%
Chester	1,119	12	0.03%
Derry	446	2	0.01%
Dublin	3,461	8	0.01%
Dundee	329	5	0.05%
Eastbourne	305	2	0.02%
Gala	104	0	0.00%
Grays	762	12	0.05%
Hull	582	18	0.10%
Inverness	271	5	0.04%
Ipswich	671	1	0.00%
Irvine	453	24	0.17%
Kendal	206	10	0.16%
Linwood	1,993	57	0.09%
Maldstone	749	27	0.12%
Newbridge	1,087	55	0.16%
Norwich	524	0	0.00%
Perth	146	3	0.07%
Portsmouth	446	14	0.10%
Preston	1,231	48	0.13%
Rhly	396	4	0.03%
Ryde	123	8	0.21%
SEL	1,504	62	0.13%
Sheffield	1,325	49	0.11%
Stockton	779	39	0.16%
Swansea	649	9	0.04%
Wakefield	1,657	67	0.13%
Weybridge	379	3	0.03%
York	481	12	0.08%
TOTAL	25,564	594	0.07%



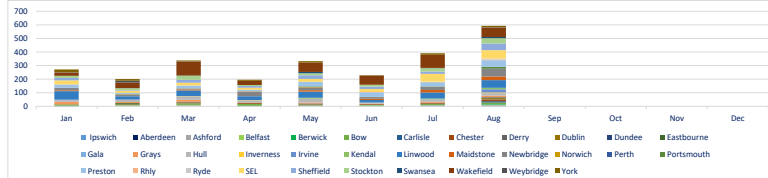
Complaints by Category (This Month)

Category Split	Definition	Complaints	% of complaints vs deliveries made
Delivery timelines	Late Delivery and RDT Changes	215	0.03%
Delivery quality	Shortages, incorrect delivery location, condition of supplies and driver issues	156	0.02%
Order and Supplies	Supply issues affecting availability of titles or excess supplies	18	0.00%
Returns management	Non-collection of Returns	144	0.02%
Invoicing	Discrepancies on Credit/Delivery Notes and non-receipt of paperwork	35	0.00%
Voucher processing	Voucher scanning discrepancies	19	0.00%
Customer Service	Communication issues and Complaint Handling	7	0.00%
TOTAL		594	0.08%



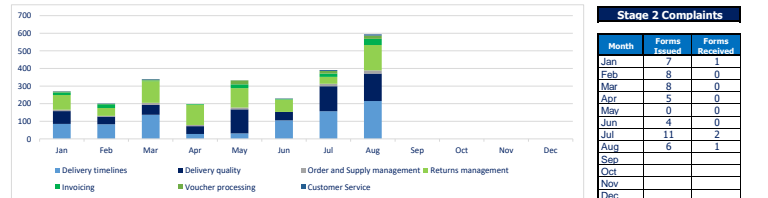
Number of Complaints - Year to Date

Branch Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Aberdeen	0	1	0	2	1	2	2	4					12
Ashford	3	3	8	0	2	2	6	5					29
Belfast	0	1	3	1	0	1	0	2					8
Berwick	0	0	0	1	1	0	0	4					6
Bow	8	5	11	15	3	6	9	13					70
Carlisle	0	0	1	0	1	0	1	10					13
Chester	2	0	5	6	3	5	5	12					38
Derry	0	0	1	0	0	0	1	2					4
Dublin	2	3	2	1	3	0	1	8					20
Dundee	0	1	1	1	1	0	1	5					10
Eastbourne	0	10	2	0	2	1	0	2					17
Gala	0	0	0	0	1	0	0	0					1
Grays	17	8	14	2	9	3	7	12					72
Hull	12	15	25	17	28	6	15	18					136
Inverness	0	1	1	1	0	0	0	5					8
Ipswich	0	0	2	2	0	0	0	1					5
Irvine	3	2	1	0	0	1	3	24					34
Kendal	1	0	1	0	7	1	6	10					26
Linwood	63	24	41	28	45	18	45	57					321
Maldstone	6	0	7	0	11	10	19	27					80
Newbridge	19	13	6	35	21	12	21	55					182
Norwich	0	2	1	2	2	0	1	0					8
Perth	0	1	0	0	0	0	1	3					5
Portsmouth	0	0	2	0	5	2	3	14					26
Preston	24	9	20	11	34	33	30	48					209
Rhly	1	1	1	0	0	2	2	4					11
Ryde	0	0	0	0	0	1	3	8					12
SEL	29	16	20	15	21	22	57	62					242
Sheffield	18	5	22	12	27	18	18	49					169
Stockton	15	13	29	8	15	13	24	39					156
Swansea	1	1	2	0	9	0	2	9					24
Wakefield	23	40	103	31	69	67	97	67					497
Weybridge	3	14	2	0	1	0	3	23					46
York	21	12	6	8	11	3	11	12					84
TOTAL	271	201	340	198	333	230	391	594	0	0	0	0	2,558



Number of Complaints - Year to Date

Category Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Delivery timelines	85	83	137	28	31	105	157	215					841
Delivery quality	73	44	56	44	137	48	142	156					700
Order and Supply management	8	4	12	7	10	0	14	18					73
Returns management	83	44	123	116	110	70	39	144					729
Invoicing	15	22	3	3	22	3	19	35					122
Voucher processing	5	2	6	0	22	2	15	19					71
Customer Service	2	2	3	0	1	2	5	7					22
TOTAL	271	201	340	198	333	230	391	594	0	0	0	0	2,558



Stage 2 Complaints

Month	Forms Issued	Forms Received
Jan	7	1
Feb	8	0
Mar	8	0
Apr	5	0
May	0	0
Jun	4	0
Jul	11	2
Aug	6	1
Sep		
Oct		
Nov		
Dec		