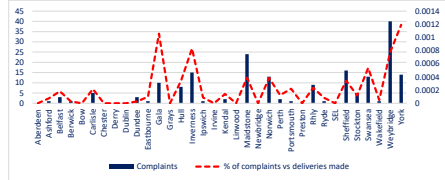


# PDRP Complaints Tracker

Month Reported: **Feb-20**

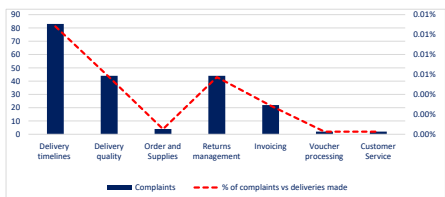
## Complaints by Location (This Month)

Branch Split	No of Customers	Complaints	% of complaints vs deliveries made
Aberdeen	434	1	0.01%
Ashford	532	3	0.02%
Belfast	1,110	1	0.00%
Berwick	31	0	0.00%
Bow	748	5	0.02%
Carlisle	381	0	0.00%
Chester	1,119	0	0.00%
Derry	446	0	0.00%
Dublin	3,461	3	0.00%
Dundee	329	1	0.01%
Eastbourne	305	10	0.11%
Gala	104	0	0.00%
Grays	762	8	0.03%
Hull	582	15	0.08%
Inverness	271	1	0.01%
Ipswich	671	0	0.00%
Irvine	453	2	0.01%
Kendal	206	0	0.00%
Linwood	1,993	24	0.04%
Maldstone	749	0	0.00%
Newbridge	1,087	13	0.04%
Norwich	524	2	0.01%
Perth	146	1	0.02%
Portsmouth	446	0	0.00%
Preston	1,231	9	0.02%
Rhly	396	1	0.01%
Ryde	123	0	0.00%
SEL	1,504	16	0.03%
Sheffield	1,325	5	0.01%
Stockton	779	13	0.05%
Swansea	649	1	0.00%
Wakefield	1,657	40	0.08%
Weybridge	379	14	0.12%
York	481	12	0.08%
<b>TOTAL</b>	<b>25,564</b>	<b>201</b>	<b>0.03%</b>



## Complaints by Category (This Month)

Category Split	Definition	Complaints	% of complaints vs deliveries made
Delivery timelines	Late Delivery and RDT Changes	83	0.01%
Delivery quality	Shortages, incorrect delivery location, condition of supplies and driver issues	44	0.01%
Order and Supplies	Supply issues affecting availability of titles or excess supplies	4	0.00%
Returns management	Non-collection of Returns	44	0.01%
Invoicing	Discrepancies on Credit/Delivery Notes and non-receipt of paperwork	22	0.00%
Voucher processing	Voucher scanning discrepancies	2	0.00%
Customer Service	Communication issues and Complaint Handling	2	0.00%
<b>TOTAL</b>		<b>201</b>	<b>0.03%</b>



## Number of Complaints - Year to Date

Branch Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Aberdeen	0	1											1
Ashford	3	3											6
Belfast	0	1											1
Berwick	0	0											0
Bow	8	5											13
Carlisle	0	0											0
Chester	2	0											2
Derry	0	0											0
Dublin	2	3											5
Dundee	0	1											1
Eastbourne	0	10											10
Gala	0	0											0
Grays	17	8											25
Hull	12	15											27
Inverness	0	1											1
Ipswich	0	0											0
Irvine	3	2											5
Kendal	1	0											1
Linwood	63	24											87
Maldstone	6	0											6
Newbridge	19	13											32
Norwich	0	2											2
Perth	0	1											1
Portsmouth	0	0											0
Preston	24	9											33
Rhly	1	1											2
Ryde	0	0											0
SEL	29	16											45
Sheffield	0	14											14
Stockton	15	13											28
Swansea	1	1											2
Wakefield	23	40											63
Weybridge	3	14											17
York	21	12											33
<b>TOTAL</b>	<b>271</b>	<b>201</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>472</b>



## 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											168
Delivery quality	73	44											117
Order and Supply management	8	4											12
Returns management	83	44											127
Invoicing	15	22											37
Voucher processing	5	2											7
Customer Service	2	2											4
<b>TOTAL</b>	<b>271</b>	<b>201</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>472</b>



## Stage 2 Complaints

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