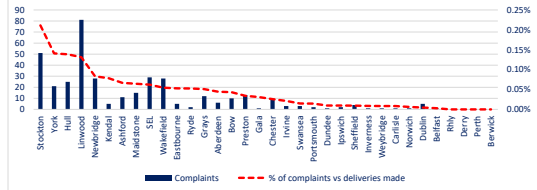


PDRP Complaints Tracker

Month Reported **Jul-19**

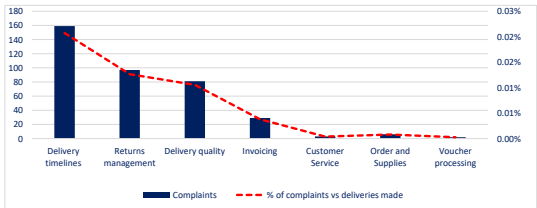
Complaints by Location (This Month)

Branch Split	No of Customers	Complaints	% of complaints vs deliveries made
Stockton	779	51	0.21%
York	481	21	0.14%
Hull	582	25	0.14%
Linwood	1,993	81	0.13%
Newbridge	1,087	28	0.08%
Kendal	206	5	0.08%
Ashford	532	11	0.07%
Maldstone	749	15	0.06%
SEL	1,504	29	0.06%
Wakefield	1,657	28	0.05%
Eastbourne	305	5	0.05%
Ryde	123	2	0.05%
Grays	762	12	0.05%
Aberdeen	434	6	0.04%
Bow	748	10	0.04%
Preston	1,231	13	0.03%
Gala	104	1	0.03%
Chester	1,119	9	0.03%
Irvine	453	3	0.02%
Swansea	649	3	0.01%
Portsmouth	446	2	0.01%
Dundee	329	1	0.01%
Ipswich	671	2	0.01%
Sheffield	1,375	4	0.01%
Inverness	371	1	0.01%
Weybridge	379	1	0.01%
Carlisle	381	1	0.01%
Norwich	524	1	0.01%
Dublin	3,461	5	0.00%
Belfast	1,110	1	0.00%
Rhy	396	0	0.00%
Derry	446	0	0.00%
Perth	146	0	0.00%
Berwick	31	0	0.00%
TOTAL	25,564	377	0.05%



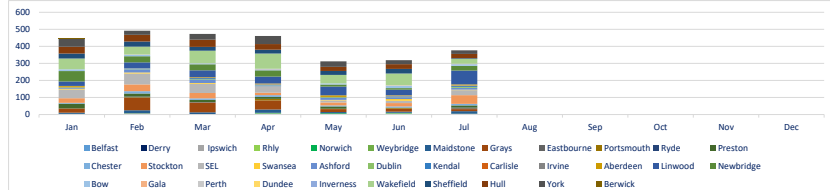
Complaints by Category (This Month)

Category Split	Definition	Complaints	% of complaints vs deliveries made
Delivery timelines	Late Delivery and RDT Changes	159	0.02%
Returns management	Non-collection of Returns	97	0.01%
Delivery quality	Shortages, incorrect delivery location, condition of supplies and driver issues	81	0.01%
Invoicing	Discrepancies on Credit/Delivery Notes and non-receipt of paperwork	29	0.00%
Customer Service	Communication Issues and Complaint Handling	3	0.00%
Order and Supplies	Supply issues affecting availability of titles or excess supplies	6	0.00%
Voucher processing	Voucher scanning discrepancies	2	0.00%
TOTAL		377	0.05%



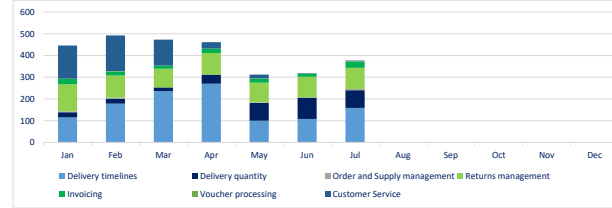
Number of Complaints - Year to Date

Branch Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Belfast	2	3	0	0	0	3	1						
Derry	0	0	0	0	0	0	0						
Ipswich	0	2	0	5	2	2	2						
Rhy	1	2	0	0	1	1	0						
Norwich	1	0	0	2	4	2	1						
Weybridge	0	0	0	3	1	2	1						
Maldstone	7	18	13	20	7	7	15						
Grays	25	72	57	53	17	16	12						
Eastbourne	0	3	3	0	0	1	5						
Portsmouth	0	3	0	8	2	5	2						
Ryde	0	3	0	1	0	0	2						
Preston	28	18	13	11	14	2	13						
Chester	5	13	9	11	6	7	9						
Stockton	27	40	32	14	17	19	51						
SEL	51	64	54	34	12	14	29						
Swansea	4	6	4	2	3	10	3						
Ashford	4	19	18	6	11	11	11						
Dublin	5	3	4	2	5	1	5						
Kendal	0	1	7	3	0	3	5						
Carlisle	1	0	1	0	0	0	1						
Irvine	2	2	0	3	1	4	3						
Aberdeen	5	0	4	4	10	3	6						
Linwood	26	34	41	41	51	33	81						
Newbridge	61	36	35	37	12	9	28						
Bow	10	8	6	6	7	16	10						
Gala	0	0	0	2	0	1	1						
Perth	0	0	0	0	0	0	0						
Dundee	0	1	1	0	0	1	1						
Inverness	1	2	0	1	0	0	1						
Wakefield	63	46	73	89	50	68	28						
Sheffield	29	30	22	23	23	27	4						
Hull	40	39	42	33	24	28	25						
York	47	24	34	47	32	23	21						
Berwick	1	0	0	0	0	0	0						
TOTAL	446	492	473	461	312	319	377	0	0	0	0	0	2,880



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	100	108	159	0	0	0	0	0	1,166
Delivery quantity	24	23	17	42	82	98	81	0	0	0	0	0	367
Order and Supply management	4	5	0	0	2	1	6	0	0	0	0	0	18
Returns management	125	102	86	99	91	95	97	0	0	0	0	0	695
Invoicing	24	18	15	21	18	14	29	0	0	0	0	0	139
Voucher processing	1	2	0	0	1	1	2	0	0	0	0	0	7
Customer Service	153	164	119	29	18	2	3	0	0	0	0	0	488
TOTAL	446	492	473	461	312	319	377	0	0	0	0	0	2,880



Stage 2 Complaints

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