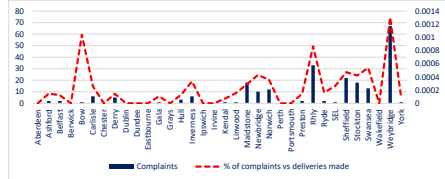


# PDRP Complaints Tracker

Month Reported **Jun-20**

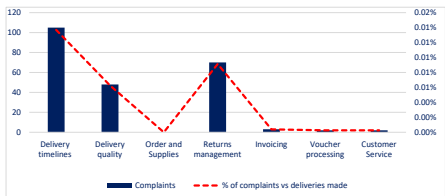
## Complaints by Location (This Month)

Branch Split	No of Customers	Complaints	% of complaints vs deliveries made
Aberdeen	434	2	0.01%
Ashford	532	2	0.01%
Belfast	1,110	0	0.00%
Berwick	31	1	0.10%
Bow	748	6	0.03%
Carlisle	381	0	0.00%
Chester	1,119	5	0.01%
Derry	446	0	0.00%
Dublin	3,461	0	0.00%
Dundee	329	0	0.00%
Eastbourne	305	1	0.01%
Gala	104	0	0.00%
Grays	762	3	0.01%
Hull	582	6	0.03%
Inverness	271	0	0.00%
Ipswich	671	0	0.00%
Irvine	453	1	0.01%
Kendal	206	1	0.02%
Linwood	1,993	18	0.03%
Maldstone	749	10	0.04%
Newbridge	1,087	12	0.04%
Norwich	524	0	0.00%
Perth	146	0	0.00%
Portsmouth	446	2	0.01%
Preston	1,231	33	0.09%
Rhly	396	2	0.02%
Ryde	123	1	0.03%
SEL	1,504	22	0.05%
Sheffield	1,325	18	0.04%
Stockton	779	13	0.05%
Swansea	649	0	0.00%
Wakefield	1,657	67	0.13%
Weybridge	379	1	0.01%
York	481	3	0.02%
<b>TOTAL</b>	<b>25,564</b>	<b>230</b>	<b>0.03%</b>



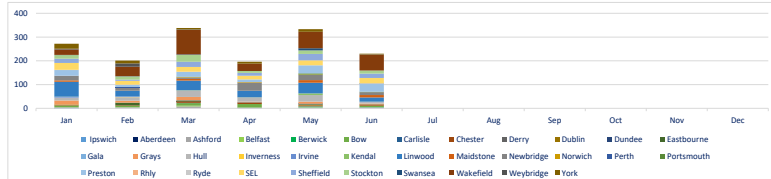
## Complaints by Category (This Month)

Category Split	Definition	Complaints	% of complaints vs deliveries made
Delivery timelines	Late Delivery and RDT Changes	105	0.01%
Delivery quality	Shortages, incorrect delivery location, condition of supplies and driver issues	48	0.01%
Order and Supplies	Supply issues affecting availability of titles or excess supplies	0	0.00%
Returns management	Non-collection of Returns	70	0.01%
Invoicing	Discrepancies on Credit/Delivery Notes and non-receipt of paperwork	3	0.00%
Voucher processing	Voucher scanning discrepancies	2	0.00%
Customer Service	Communication issues and Complaint Handling	2	0.00%
<b>TOTAL</b>		<b>230</b>	<b>0.03%</b>



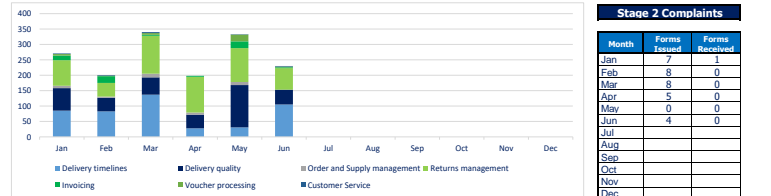
## Number of Complaints - Year to Date

Branch Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Aberdeen	0	1	0	2	1	2							6
Ashford	3	3	8	0	2	2							18
Belfast	0	1	3	1	1	0							6
Berwick	0	0	0	0	1	1							2
Bow	8	5	11	15	3	6							48
Carlisle	0	0	1	0	1	0							2
Chester	2	0	5	6	3	5							21
Derry	0	0	1	0	0	0							1
Dublin	2	3	2	1	3	0							11
Dundee	0	1	1	1	1	0							4
Eastbourne	0	10	2	0	2	1							15
Gala	0	0	0	0	1	0							1
Grays	17	8	14	2	9	3							53
Hull	12	15	25	17	28	6							103
Inverness	0	1	1	1	0	0							3
Ipswich	0	0	2	2	0	0							4
Irvine	3	2	1	0	0	1							7
Kendal	1	0	1	0	7	1							10
Linwood	63	24	41	28	45	18							219
Maldstone	6	0	7	0	11	10							34
Newbridge	19	13	6	35	21	12							106
Norwich	0	2	1	2	2	0							7
Perth	0	1	0	0	0	0							1
Portsmouth	0	0	2	0	5	2							9
Preston	24	9	20	11	34	33							131
Rhly	1	1	1	0	0	2							5
Ryde	0	0	0	0	0	1							1
SEL	29	16	20	15	21	22							123
Sheffield	18	5	22	12	27	18							102
Stockton	15	13	29	8	15	13							93
Swansea	1	1	2	0	9	0							13
Wakefield	23	40	103	31	69	67							333
Weybridge	3	14	2	0	0	1							20
York	21	12	6	8	11	3							61
<b>TOTAL</b>	<b>271</b>	<b>201</b>	<b>340</b>	<b>198</b>	<b>333</b>	<b>230</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1,573</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	137	28	31	105							469
Delivery quality	73	44	56	44	137	48							402
Order and Supply management	8	4	12	7	10	0							41
Returns management	83	44	123	116	110	70							546
Invoicing	15	22	3	3	22	3							68
Voucher processing	5	2	6	0	22	2							37
Customer Service	2	2	3	0	1	2							10
<b>TOTAL</b>	<b>271</b>	<b>201</b>	<b>340</b>	<b>198</b>	<b>333</b>	<b>230</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1,573</b>



## 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		
Aug		
Sep		
Oct		
Nov		
Dec		