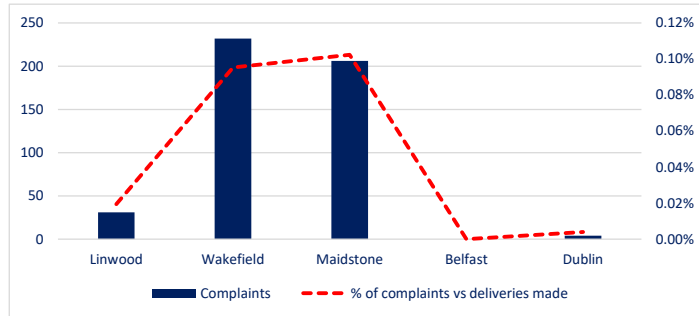


PDRP Complaints Tracker

Month Reported **Mar-19**

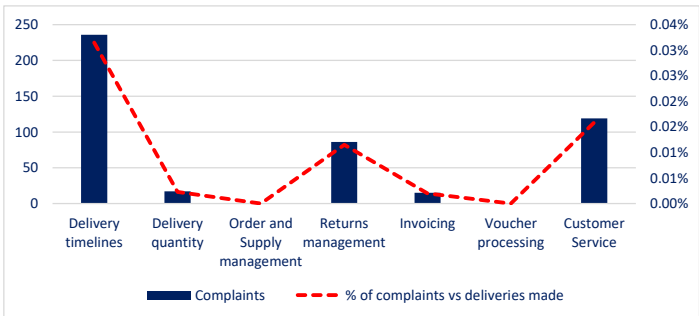
Complaints by Location (This Month)

Branch Split	No of Customers	Complaints	% of complaints vs deliveries made
Linwood	5,329	31	0.02%
Wakefield	8,118	232	0.10%
Maidstone	6,711	206	0.10%
Belfast	1,476	0	0.00%
Dublin	3,344	4	0.00%
TOTAL	24,978	473	0.06%



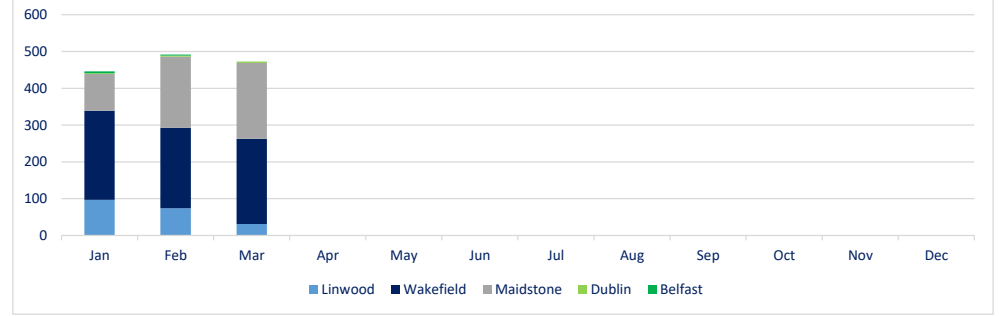
Complaints by Category (This Month)

Category Split	Complaints	% of complaints vs deliveries made
Delivery timelines	236	0.03%
Delivery quantity	17	0.00%
Order and Supply management	0	0.00%
Returns management	86	0.01%
Invoicing	15	0.00%
Voucher processing	0	0.00%
Customer Service	119	0.02%
TOTAL	473	0.06%



Number of Complaints - Year to Date

Branch Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Linwood	97	74	31	0	0	0	0	0	0	0	0	0	202
Wakefield	242	219	232	0	0	0	0	0	0	0	0	0	693
Maidstone	100	193	206	0	0	0	0	0	0	0	0	0	499
Dublin	2	3	4	0	0	0	0	0	0	0	0	0	9
Belfast	5	3	0	0	0	0	0	0	0	0	0	0	8
TOTAL	446	492	473	0	0	0	0	0	0	0	0	0	1,411



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	0	0	0	0	0	0	0	0	0	529
Delivery quantity	24	23	17	0	0	0	0	0	0	0	0	0	64
Order and Supply management	4	5	0	0	0	0	0	0	0	0	0	0	9
Returns management	125	102	86	0	0	0	0	0	0	0	0	0	313
Invoicing	24	18	15	0	0	0	0	0	0	0	0	0	57
Voucher processing	1	2	0	0	0	0	0	0	0	0	0	0	3
Customer Service	153	164	119	0	0	0	0	0	0	0	0	0	436
TOTAL	446	492	473	0	0	0	0	0	0	0	0	0	1,411

