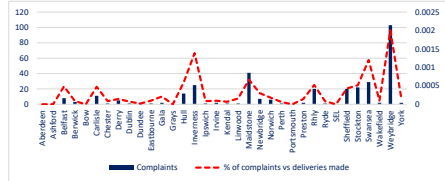


# PDRP Complaints Tracker

Month Reported: **Mar-20**

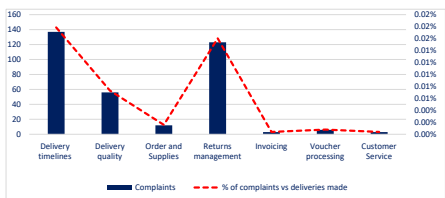
## Complaints by Location (This Month)

Branch Split	No of Customers	Complaints	% of complaints vs deliveries made
Aberdeen	434	0	0.00%
Ashford	532	8	0.05%
Belfast	1,110	3	0.01%
Berwick	31	0	0.00%
Bow	748	11	0.05%
Carlisle	381	1	0.01%
Chester	1,119	5	0.01%
Derry	446	1	0.01%
Dublin	3,461	2	0.00%
Dundee	329	1	0.01%
Eastbourne	305	2	0.02%
Gala	104	0	0.00%
Grays	762	14	0.06%
Hull	582	25	0.14%
Inverness	271	1	0.01%
Ipswich	671	2	0.01%
Irvine	453	1	0.01%
Kendal	206	1	0.02%
Linwood	1,993	41	0.07%
Maldstone	749	7	0.03%
Newbridge	1,087	6	0.02%
Norwich	524	1	0.01%
Perth	146	0	0.00%
Portsmouth	446	2	0.01%
Preston	1,231	20	0.05%
Rhly	396	1	0.01%
Ryde	123	0	0.00%
SEL	1,504	20	0.04%
Sheffield	1,325	22	0.05%
Stockton	779	29	0.12%
Swansea	649	2	0.01%
Wakefield	1,657	103	0.20%
Weybridge	379	2	0.02%
York	481	6	0.04%
<b>TOTAL</b>	<b>25,564</b>	<b>340</b>	<b>0.04%</b>



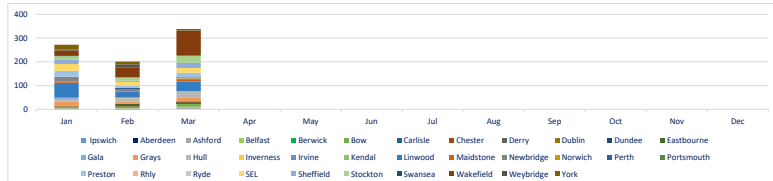
## Complaints by Category (This Month)

Category Split	Definition	Complaints	% of complaints vs deliveries made
Delivery timelines	Late Delivery and RDT Changes	137	0.02%
Delivery quality	Shortages, incorrect delivery location, condition of supplies and driver issues	56	0.01%
Order and Supplies	Supply issues affecting availability of titles or excess supplies	12	0.00%
Returns management	Non-collection of Returns	123	0.02%
Invoicing	Discrepancies on Credit/Delivery Notes and non-receipt of paperwork	3	0.00%
Voucher processing	Voucher scanning discrepancies	6	0.00%
Customer Service	Communication issues and Complaint Handling	3	0.00%
<b>TOTAL</b>		<b>340</b>	<b>0.04%</b>



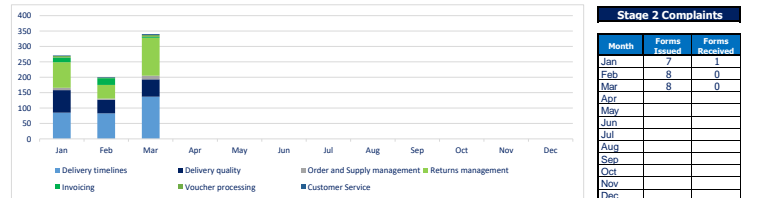
## Number of Complaints - Year to Date

Branch Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Aberdeen	0	1	0										1
Ashford	3	3	8										14
Belfast	0	1	3										4
Berwick	0	0	0										0
Bow	8	5	11										24
Carlisle	0	0	1										1
Chester	2	0	5										7
Derry	0	0	1										1
Dublin	2	3	2										7
Dundee	0	1	1										2
Eastbourne	0	10	2										12
Gala	0	0	0										0
Grays	17	8	14										39
Hull	12	15	25										52
Inverness	0	1	1										2
Ipswich	0	0	2										2
Irvine	3	2	1										6
Kendal	1	0	1										2
Linwood	63	24	41										128
Maldstone	6	0	7										13
Newbridge	19	13	6										38
Norwich	0	2	1										3
Perth	0	1	0										1
Portsmouth	0	0	2										2
Preston	24	9	20										53
Rhly	1	1	1										3
Ryde	0	0	0										0
SEL	29	16	20										65
Sheffield	0	0	2										2
Stockton	15	13	29										57
Swansea	1	1	2										4
Wakefield	23	40	103										166
Weybridge	3	2	14										19
York	21	12	6										39
<b>TOTAL</b>	<b>271</b>	<b>201</b>	<b>340</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>812</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										305
Delivery quality	73	44	56										173
Order and Supply management	8	4	12										24
Returns management	83	44	123										250
Invoicing	15	22	3										40
Voucher processing	5	2	6										13
Customer Service	2	2	3										7
<b>TOTAL</b>	<b>271</b>	<b>201</b>	<b>340</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>812</b>



## Stage 2 Complaints

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