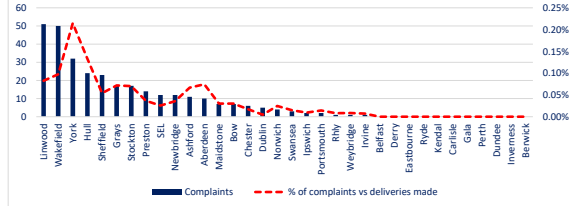


PDRP Complaints Tracker

Month Reported: **May-19**

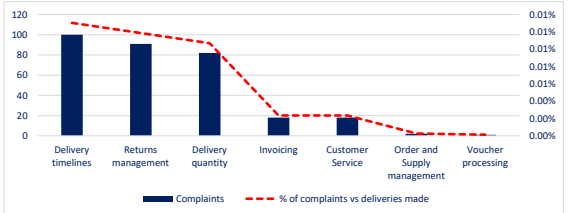
Complaints by Location (This Month)

Branch Split	No of Customers	Complaints	% of complaints vs deliveries made
Linwood	1,993	51	0.08%
Wakefield	1,657	50	0.10%
York	481	32	0.21%
Hull	582	24	0.13%
Sheffield	1,375	23	0.05%
Grays	762	17	0.07%
Stockton	779	17	0.07%
Preston	1,231	14	0.04%
SEL	1,504	12	0.03%
Newbridge	1,087	12	0.04%
Ashford	532	11	0.07%
Aberdeen	434	10	0.07%
Maldstone	749	7	0.03%
Bow	748	7	0.03%
Chester	1,119	6	0.02%
Dublin	3,461	5	0.00%
Norwich	524	4	0.02%
Swansea	649	3	0.01%
Ipswich	671	2	0.01%
Portsmouth	446	2	0.01%
Rhyl	396	2	0.01%
Weybridge	379	1	0.01%
Irvine	453	1	0.01%
Belfast	1,110	0	0.00%
Derry	446	0	0.00%
Eastbourne	305	0	0.00%
Ryde	123	0	0.00%
Kendal	206	0	0.00%
Carlisle	381	0	0.00%
Gala	104	0	0.00%
Perth	146	0	0.00%
Dundee	329	0	0.00%
Inverness	371	0	0.00%
Berwick	31	0	0.00%
TOTAL	25,564	312	0.04%



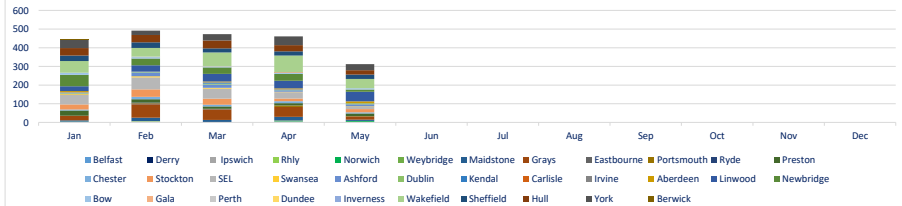
Complaints by Category (This Month)

Category Split	Complaints	% of complaints vs deliveries made
Delivery timelines	100	0.01%
Returns management	91	0.01%
Delivery quantity	82	0.01%
Invoicing	18	0.00%
Customer Service	18	0.00%
Order and Supply management	2	0.00%
Voucher processing	1	0.00%
TOTAL	312	0.04%



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								
Derry	0	0	0	0	0								
Ipswich	0	2	0	5	2								
Rhyl	1	2	0	0	1								
Norwich	1	0	0	2	4								
Weybridge	0	0	0	3	1								
Maldstone	7	18	13	20	7								
Grays	25	72	57	53	17								
Eastbourne	0	3	3	0	0								
Portsmouth	0	3	0	8	2								
Ryde	0	3	0	1	0								
Preston	28	18	13	11	14								
Chester	5	13	9	11	6								
Stockton	27	40	32	14	17								
SEL	51	64	54	34	12								
Swansea	4	6	4	2	3								
Ashford	4	19	18	6	11								
Dublin	5	3	4	2	5								
Kendal	0	1	7	3	0								
Carlisle	1	0	1	0	0								
Irvine	2	2	0	3	1								
Aberdeen	5	0	4	4	10								
Linwood	26	34	41	41	51								
Newbridge	61	36	35	37	12								
Bow	10	8	6	6	7								
Gala	0	0	0	2	0								
Perth	0	0	0	0	0								
Dundee	0	1	1	0	0								
Inverness	1	2	0	1	0								
Wakefield	63	46	73	89	50								
Sheffield	29	30	22	23	23								
Hull	40	39	42	33	24								
York	47	24	34	47	32								
Berwick	1	0	0	0	0								
TOTAL	446	492	473	461	312	0	0	0	0	0	0	0	2,184



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	0	0	0	0	0	0	0	899
Delivery quantity	24	23	17	42	82	0	0	0	0	0	0	0	188
Order and Supply management	4	5	0	2	0	0	0	0	0	0	0	0	11
Returns management	125	102	86	99	91	0	0	0	0	0	0	0	503
Invoicing	24	18	15	21	18	0	0	0	0	0	0	0	96
Voucher processing	1	2	0	0	1	0	0	0	0	0	0	0	4
Customer Service	153	164	119	29	18	0	0	0	0	0	0	0	483
TOTAL	446	492	473	461	312	0	0	0	0	0	0	0	2,184

