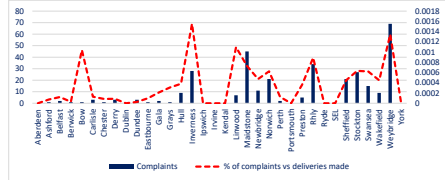


PDRP Complaints Tracker

Month Reported **May-20**

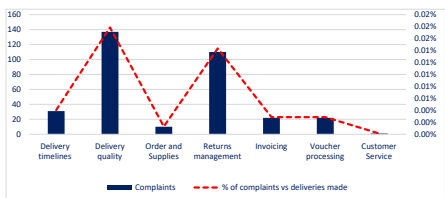
Complaints by Location (This Month)

Branch Split	No of Customers	Complaints	% of complaints vs deliveries made
Aberdeen	434	1	0.01%
Ashford	532	2	0.01%
Belfast	1,110	1	0.00%
Berwick	31	1	0.10%
Bow	748	3	0.01%
Carlisle	381	1	0.01%
Chester	1,119	3	0.01%
Derry	446	0	0.00%
Dublin	3,461	3	0.00%
Dundee	329	1	0.01%
Eastbourne	305	2	0.02%
Gala	104	1	0.03%
Grays	762	9	0.04%
Hull	582	28	0.16%
Inverness	271	0	0.00%
Ipswich	671	0	0.00%
Irvine	453	0	0.00%
Kendal	206	7	0.11%
Linwood	1,993	45	0.07%
Maldstone	749	11	0.05%
Newbridge	1,087	21	0.06%
Norwich	524	2	0.01%
Perth	146	0	0.00%
Portsmouth	446	5	0.04%
Preston	1,231	34	0.09%
Rhly	396	0	0.00%
Ryde	123	0	0.00%
SEL	1,504	21	0.05%
Sheffield	1,325	27	0.06%
Stockton	779	15	0.06%
Swansea	649	9	0.04%
Wakefield	1,657	69	0.13%
Weybridge	379	0	0.00%
York	481	11	0.07%
TOTAL	25,564	333	0.04%



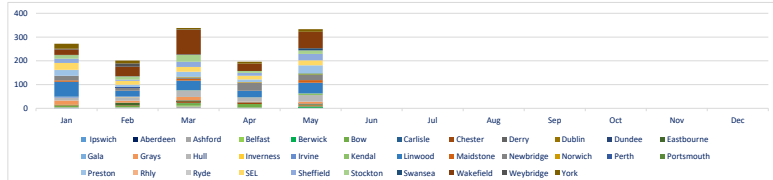
Complaints by Category (This Month)

Category Split	Definition	Complaints	% of complaints vs deliveries made
Delivery timelines	Late Delivery and RDT Changes	31	0.00%
Delivery quality	Shortages, incorrect delivery location, condition of supplies and driver issues	137	0.02%
Order and Supplies	Supply issues affecting availability of titles or excess supplies	10	0.00%
Returns management	Non-collection of Returns	110	0.01%
Invoicing	Discrepancies on Credit/Delivery Notes and non-receipt of paperwork	22	0.00%
Voucher processing	Voucher scanning discrepancies	22	0.00%
Customer Service	Communication issues and Complaint Handling	1	0.00%
TOTAL		333	0.04%



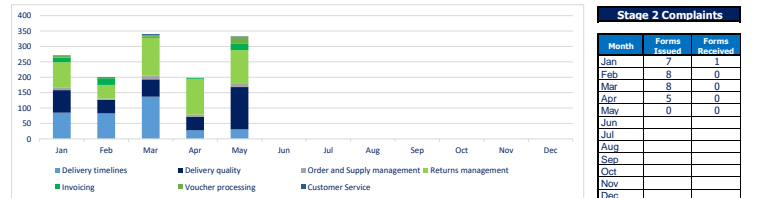
Number of Complaints - Year to Date

Branch Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Aberdeen	0	1	0	2	1								4
Ashford	3	3	8	0	2								16
Belfast	0	1	3	1	1								6
Berwick	0	0	0	0	1								1
Bow	8	5	11	15	3								42
Carlisle	0	0	1	0	1								2
Chester	2	0	5	6	3								16
Derry	0	0	1	0	0								1
Dublin	2	3	2	1	3								11
Dundee	0	1	1	1	1								4
Eastbourne	0	10	2	0	2								14
Gala	0	0	0	0	1								1
Grays	17	8	14	2	9								50
Hull	12	15	25	17	28								97
Inverness	0	1	1	1	0								3
Ipswich	0	0	2	2	0								4
Irvine	3	2	1	0	0								6
Kendal	1	0	1	0	7								9
Linwood	63	24	41	28	45								201
Maldstone	6	0	7	0	11								24
Newbridge	19	13	6	35	21								94
Norwich	0	2	1	2	2								7
Perth	0	1	0	0	0								1
Portsmouth	0	0	2	0	5								7
Preston	24	9	20	11	34								98
Rhly	1	1	1	0	0								3
Ryde	0	0	0	0	0								0
SEL	29	16	20	15	21								101
Sheffield	0	0	2	2	0								4
Stockton	15	13	29	8	15								80
Swansea	1	1	2	0	9								13
Wakefield	23	40	103	31	69								266
Weybridge	3	14	2	0	0								19
York	21	12	6	8	11								58
TOTAL	271	201	340	198	333	0	0	0	0	0	0	0	1,343



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								364
Delivery quality	73	44	56	44	137								354
Order and Supply management	8	4	12	7	10								41
Returns management	83	44	123	116	110								476
Invoicing	15	22	3	3	22								65
Voucher processing	5	2	6	0	22								35
Customer Service	2	2	3	0	1								8
TOTAL	271	201	340	198	333	0	0	0	0	0	0	0	1,343



Stage 2 Complaints

Month	Forms Issued	Forms Received
Jan	7	1
Feb	8	0
Mar	8	0
Apr	5	0
May	0	0
Jun		
Jul		
Aug		
Sep		
Oct		
Nov		
Dec		