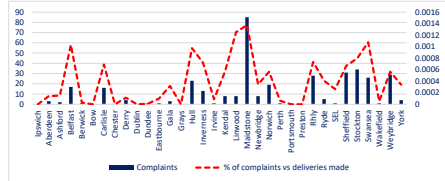


PDRP Complaints Tracker

Month Reported: **Nov-19**

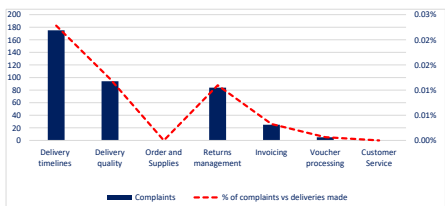
Complaints by Location (This Month)

Branch Split	No of Customers	Complaints	% of complaints vs deliveries made
Ipswich	671	3	0.01%
Aberdeen	434	2	0.01%
Ashford	532	17	0.10%
Belfast	1,110	1	0.00%
Berwick	31	0	0.00%
Bow	748	16	0.07%
Carlisle	381	0	0.00%
Chester	1,119	4	0.01%
Derry	446	0	0.00%
Dublin	3,461	1	0.00%
Dundee	329	1	0.01%
Eastbourne	305	3	0.03%
Gala	104	0	0.00%
Grays	762	23	0.10%
Hull	582	13	0.07%
Inverness	374	1	0.01%
Irvine	453	8	0.06%
Kendal	206	8	0.13%
Linwood	1,993	85	0.14%
Maidstone	749	8	0.03%
Newbridge	1,087	19	0.06%
Norwich	524	1	0.01%
Perth	146	0	0.00%
Portsmouth	446	0	0.00%
Preston	1,231	28	0.07%
Rhly	396	5	0.04%
Ryde	123	1	0.03%
SEL	1,504	31	0.07%
Sheffield	1,325	34	0.08%
Stockton	779	26	0.11%
Swansea	649	1	0.00%
Wakefield	1,657	29	0.06%
Weybridge	379	4	0.03%
York	481	10	0.07%
TOTAL	25,564	383	0.05%



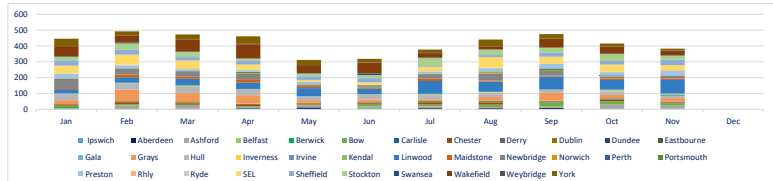
Complaints by Category (This Month)

Category Split	Definition	Complaints	% of complaints vs deliveries made
Delivery timelines	Late Delivery and RDT Changes	175	0.02%
Delivery quality	Shortages, incorrect delivery location, condition of supplies and driver issues	94	0.01%
Order and Supplies	Supply issues affecting availability of titles or excess supplies	0	0.00%
Returns management	Non-collection of Returns	84	0.01%
Invoicing	Discrepancies on Credit/Delivery Notes and non-receipt of paperwork	25	0.00%
Voucher processing	Voucher scanning discrepancies	5	0.00%
Customer Service	Communication issues and Complaint Handling	0	0.00%
TOTAL		383	0.05%



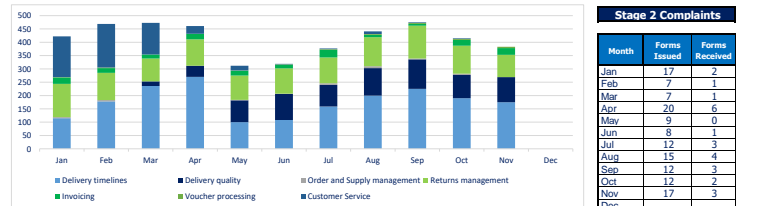
Number of Complaints - Year to Date

Branch Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Ipswich	0	2	0	5	2	2	2	0	2	3	3		
Aberdeen	5	0	4	4	10	3	6	8	7	2	2		
Ashford	4	19	18	6	11	11	11	6	5	26	17		
Belfast	2	3	0	0	0	3	1	1	3	0	1		
Berwick	1	0	0	0	0	0	0	0	0	0	0		
Bow	10	8	6	6	7	16	10	15	26	20	16		
Carlisle	1	0	1	0	0	0	1	0	2	1	0		
Chester	5	13	9	11	6	7	9	10	4	10	4		
Derry	0	0	0	0	0	0	0	0	0	0	0		
Dublin	5	3	4	2	5	1	5	5	4	4	1		
Dundee	0	1	1	0	0	1	1	0	0	2	1		
Eastbourne	0	3	3	0	0	1	5	6	0	2	3		
Gala	0	0	0	2	0	1	1	2	2	1	0		
Grays	25	72	57	53	17	16	12	25	49	20	23		
Hull	40	39	42	33	24	28	25	28	18	23	13		
Inverness	1	2	0	1	0	0	1	3	1	3	1		
Irvine	2	2	0	3	1	4	3	2	4	1	8		
Kendal	0	1	7	3	0	3	5	0	0	6	8		
Linwood	26	34	41	41	51	33	81	64	80	62	85		
Maidstone	7	18	13	20	7	7	15	7	6	7	8		
Newbridge	61	36	35	37	12	9	28	44	29	14	19		
Norwich	1	0	0	2	4	2	1	7	2	3	1		
Perth	0	0	0	0	0	0	0	0	0	1	0		
Portsmouth	0	3	0	8	2	5	2	6	14	3	0		
Preston	28	18	13	11	14	2	13	20	31	22	28		
Rhly	1	2	0	0	1	1	0	3	0	4	5		
Ryde	0	3	0	1	0	0	2	1	0	0	1		
SEL	51	64	54	34	12	14	29	66	43	44	31		
Sheffield	29	30	22	23	27	4	14	26	32	34	34		
Stockton	27	40	32	14	17	19	51	34	32	44	26		
Swansea	4	6	4	2	3	10	3	1	1	3	1		
Wakefield	63	46	73	89	50	68	28	20	55	42	29		
Weybridge	4	0	0	3	1	2	1	1	2	4	4		
York	47	24	34	47	32	23	21	42	29	19	10		
TOTAL	446	492	473	461	312	319	377	441	475	415	383	0	4,547



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	108	159	200	225	190	175	0	1,956
Delivery quality	0	0	17	42	82	98	81	103	111	87	94	0	715
Order and Supply management	4	5	0	0	2	1	6	7	3	5	0	0	33
Returns management	125	102	86	99	91	95	97	109	123	105	84	0	1,116
Invoicing	24	18	15	21	18	14	29	9	7	22	25	0	202
Voucher processing	1	2	0	0	1	1	2	3	4	4	5	0	23
Customer Service	153	164	119	29	18	2	3	10	2	2	0	0	502
TOTAL	422	469	473	461	312	319	377	441	475	415	383	0	4,547



Stage 2 Complaints

Month	Forms Issued	Forms Received
Jan	17	2
Feb	7	1
Mar	7	1
Apr	20	6
May	9	0
Jun	8	1
Jul	12	3
Aug	15	4
Sep	12	3
Oct	12	2
Nov	17	3
Dec		