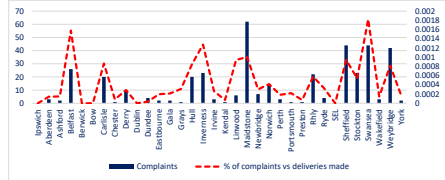


PDRP Complaints Tracker

Month Reported **Oct-19**

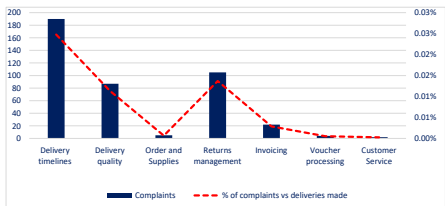
Complaints by Location (This Month)

Branch Split	No of Customers	Complaints	% of complaints vs deliveries made
Ipswich	671	3	0.01%
Aberdeen	434	2	0.01%
Ashford	532	26	0.16%
Belfast	1,110	0	0.00%
Berwick	31	0	0.00%
Bow	748	20	0.09%
Carlisle	381	1	0.01%
Chester	1,119	10	0.03%
Derry	446	0	0.00%
Dublin	3,461	4	0.00%
Dundee	329	2	0.02%
Eastbourne	305	2	0.02%
Gala	104	1	0.03%
Grays	762	20	0.08%
Hull	582	23	0.13%
Inverness	374	3	0.03%
Irvine	453	1	0.01%
Kendal	206	6	0.09%
Linwood	1,993	62	0.10%
Maidstone	749	7	0.03%
Newbridge	1,087	14	0.04%
Norwich	524	3	0.02%
Perth	146	1	0.02%
Portsmouth	446	1	0.01%
Preston	1,231	22	0.06%
Rhly	396	4	0.03%
Ryde	123	0	0.00%
SEL	1,504	44	0.09%
Sheffield	1,325	23	0.05%
Stockton	779	44	0.18%
Swansea	649	3	0.01%
Wakefield	1,657	42	0.08%
Weybridge	379	2	0.02%
York	481	19	0.13%
TOTAL	25,564	415	0.05%



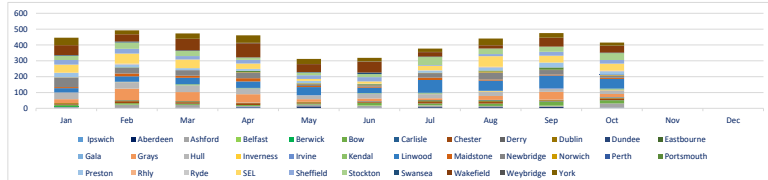
Complaints by Category (This Month)

Category Split	Definition	Complaints	% of complaints vs deliveries made
Delivery timelines	Late Delivery and RDT Changes	190	0.02%
Delivery quality	Shortages, incorrect delivery location, condition of supplies and driver issues	87	0.01%
Order and Supplies	Supply issues affecting availability of titles or excess supplies	5	0.00%
Returns management	Non-collection of Returns	105	0.01%
Invoicing	Discrepancies on Credit/Delivery Notes and non-receipt of paperwork	22	0.00%
Voucher processing	Voucher scanning discrepancies	4	0.00%
Customer Service	Communication issues and Complaint Handling	2	0.00%
TOTAL		282	0.04%



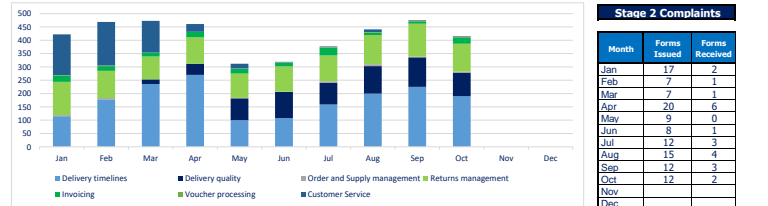
Number of Complaints - Year to Date

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			
Aberdeen	5	0	4	4	10	3	6	8	7	2			
Ashford	4	19	18	6	11	11	11	6	5	26			
Belfast	2	3	0	0	0	3	1	1	3	0			
Berwick	1	0	0	0	0	0	0	0	0	0			
Bow	10	8	6	6	7	16	10	15	26	20			
Carlisle	1	0	1	0	0	0	1	0	2	1			
Chester	5	13	9	11	6	7	9	10	4	10			
Derry	0	0	0	0	0	0	0	0	0	0			
Dublin	5	3	4	2	5	1	5	5	4	4			
Dundee	0	1	1	0	0	1	1	0	0	2			
Eastbourne	0	3	3	0	0	1	5	6	0	2			
Gala	0	0	0	2	0	1	1	2	2	1			
Grays	25	72	57	53	17	16	12	25	49	20			
Hull	40	39	42	33	24	28	25	28	18	23			
Inverness	1	2	0	1	0	0	1	3	1	3			
Irvine	2	2	0	3	1	4	3	2	4	1			
Kendal	0	1	7	3	0	3	5	0	0	6			
Linwood	26	34	41	41	51	33	81	64	80	62			
Maidstone	7	18	13	20	7	7	15	7	6	7			
Newbridge	61	36	35	37	12	9	28	44	29	14			
Norwich	1	0	0	2	4	2	1	7	2	3			
Perth	0	0	0	0	0	0	0	0	0	1			
Portsmouth	0	3	0	8	2	5	2	6	14	1			
Preston	28	18	13	11	14	2	13	20	31	22			
Rhly	1	2	0	0	1	1	0	3	0	4			
Ryde	0	3	0	1	0	0	2	1	0	0			
SEL	51	64	54	34	12	14	29	66	43	44			
Sheffield	4	29	30	22	23	27	4	14	25	23			
Stockton	27	40	32	14	17	19	51	34	32	44			
Swansea	4	6	4	2	3	10	3	1	1	3			
Wakefield	63	46	73	89	50	68	28	20	55	42			
Weybridge	0	0	0	3	1	2	1	1	1	2			
York	47	24	34	47	32	23	21	42	29	19			
TOTAL	446	492	473	461	312	319	377	441	475	415	0	0	4,211



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	0	0	1,781
Delivery quality	0	0	17	42	82	98	81	103	111	87	0	0	621
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	0	0	1,032
Invoicing	24	18	15	21	18	14	29	9	7	22	0	0	177
Voucher processing	1	2	0	0	1	1	2	3	4	4	0	0	18
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	0	0	4,164



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		
Dec		