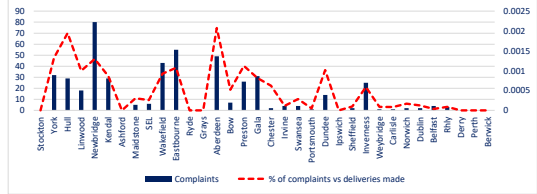


PDRP Complaints Tracker

Month Reported **Sep-19**

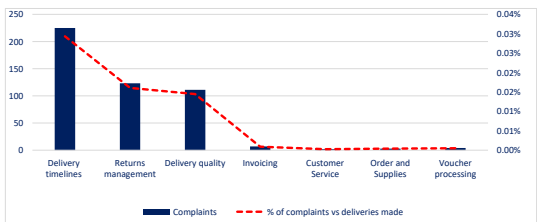
Complaints by Location (This Month)

Branch Split	No of Customers	Complaints	% of complaints vs deliveries made
Stockton	779	32	0.13%
York	481	29	0.19%
Hull	582	18	0.10%
Linwood	1,993	80	0.13%
Newbridge	1,087	29	0.09%
Kendal	206	0	0.00%
Ashford	532	5	0.03%
Maldstone	749	6	0.03%
SEL	1,504	43	0.09%
Wakefield	1,657	55	0.11%
Eastbourne	305	0	0.00%
Ryde	123	0	0.00%
Grays	762	49	0.21%
Aberdeen	434	7	0.05%
Bow	748	26	0.11%
Preston	1,231	31	0.08%
Gala	104	2	0.06%
Chester	1,119	4	0.01%
Irvine	453	4	0.03%
Swansea	649	1	0.00%
Portsmouth	446	14	0.10%
Dundee	329	0	0.00%
Ipswich	671	2	0.01%
Sheffield	1,375	25	0.06%
Inverness	371	1	0.01%
Weybridge	379	1	0.01%
Carlisle	381	2	0.02%
Norwich	524	2	0.01%
Dublin	3,461	4	0.00%
Belfast	1,110	3	0.01%
Irvine	396	0	0.00%
Derry	446	0	0.00%
Perth	146	0	0.00%
Berwick	31	0	0.00%
TOTAL	25,564	475	0.06%



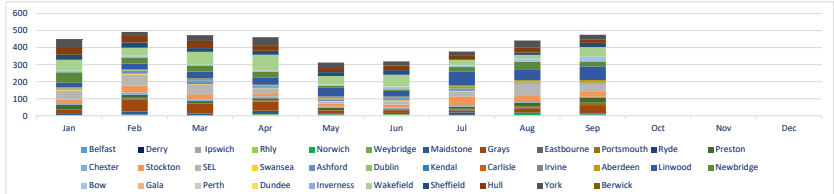
Complaints by Category (This Month)

Category Split	Definition	Complaints	% of complaints vs deliveries made
Delivery timeliness	Late Delivery and RDT Changes	225	0.03%
Returns management	Non-collection of Returns	123	0.02%
Delivery quality	Shortages, incorrect delivery location, condition of supplies and driver issues	111	0.01%
Invoicing	Discrepancies on Credit/Delivery Notes and non-receipt of paperwork	7	0.00%
Customer Service	Communication issues and Complaint Handling	2	0.00%
Order and Supplies	Supply issues affecting availability of titles or excess supplies	3	0.00%
Voucher processing	Voucher scanning discrepancies	4	0.00%
TOTAL		475	0.06%



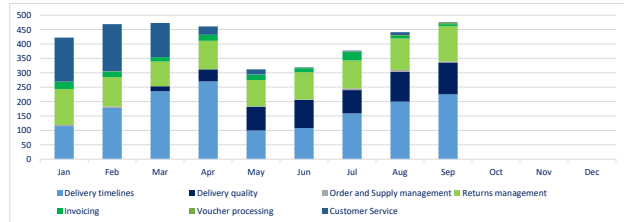
Number of Complaints - Year to Date

Branch Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Belfast	2	3	0	0	0	3	1	1	3				
Derry	0	0	0	0	0	0	1	0	0				
Ipswich	0	2	0	5	2	2	2	0	2				
Rhly	1	2	0	0	1	1	0	3	0				
Norwich	1	0	0	2	4	2	1	7	2				
Weybridge	0	0	0	3	1	2	1	1	1				
Maldstone	7	18	13	20	7	7	15	7	6				
Grays	25	72	57	53	17	16	12	25	49				
Eastbourne	0	2	3	0	0	1	5	6	0				
Portsmouth	0	3	0	8	2	5	2	6	14				
Ryde	0	3	0	1	0	0	2	1	0				
Preston	28	18	13	11	14	2	13	20	31				
Chester	5	13	9	11	6	7	9	10	4				
Stockton	27	40	32	14	17	19	51	34	32				
SEL	51	64	54	34	12	14	29	66	43				
Swansea	4	6	4	2	3	10	3	1	1				
Ashford	4	19	18	6	11	11	11	6	5				
Dublin	5	3	4	2	5	1	5	5	4				
Kendal	0	1	7	3	0	3	5	0	0				
Carlisle	1	0	1	0	0	1	0	2	0				
Irvine	2	2	0	3	1	4	3	2	4				
Aberdeen	5	0	4	4	10	3	6	8	7				
Linwood	26	34	41	41	51	33	81	64	80				
Newbridge	61	36	35	37	12	9	28	44	29				
Bow	10	8	6	6	7	16	10	15	26				
Gala	0	0	0	2	0	1	1	2	2				
Perth	0	0	0	0	0	0	0	0	0				
Dundee	0	1	1	0	0	1	1	0	0				
Inverness	1	2	0	1	0	0	1	3	1				
Wakefield	63	46	73	89	50	68	28	20	55				
Sheffield	29	30	22	23	23	27	4	14	25				
Hull	40	39	42	33	24	28	25	28	18				
York	47	24	34	47	32	23	21	42	29				
Berwick	1	0	0	0	0	0	0	0	0				
TOTAL	446	492	473	461	312	319	377	441	475	0	0	0	3,796



Number of Complaints - Year to Date

Category Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Delivery timeliness	115	178	236	270	100	108	159	200	225	0	0	0	1,591
Delivery quality	0	0	17	42	82	98	81	103	111	0	0	0	534
Order and Supply management	4	5	0	0	2	1	6	7	3	0	0	0	28
Returns management	125	102	86	99	91	95	97	109	123	0	0	0	927
Invoicing	24	18	15	21	18	14	29	9	7	0	0	0	155
Voucher processing	1	2	0	0	1	1	2	3	4	0	0	0	14
Customer Service	153	164	119	29	18	2	3	10	2	0	0	0	500
TOTAL	422	469	473	461	312	319	377	441	475	0	0	0	3,749



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		
Nov		
Dec		