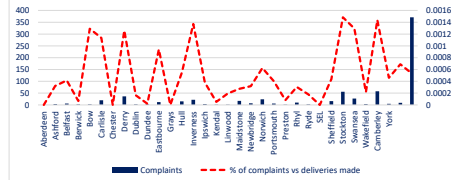


## PDRP Complaints Tracker

Month Reported **Nov-23**

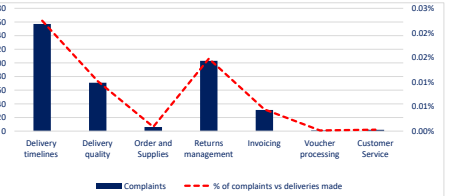
### Complaints by Location (This Month)

Branch Split	No of Customers	Complaints	% of complaints vs deliveries made
Aberdeen	401	4	0.03%
Ashford	466	6	0.04%
Belfast	983	2	0.01%
Berwick	50	2	0.13%
Bow	568	20	0.11%
Carlisle	323	0	0.00%
Chester	922	36	0.13%
Dierr	395	2	0.02%
Dublin	3,079	2	0.00%
Dundee	412	12	0.09%
Eastbourne	275	0	0.00%
Grays	884	15	0.05%
Hull	518	22	0.14%
Inverness	339	4	0.04%
Ipswich	608	1	0.01%
Kendal	166	1	0.02%
Linwood	2,016	17	0.03%
Maldstone	712	7	0.03%
Newbridge	1,240	24	0.06%
Norwich	482	6	0.04%
Portsmouth	398	1	0.01%
Preston	1,060	10	0.03%
Rhyl	362	2	0.02%
Ryde	113	0	0.00%
SEL	1,188	16	0.04%
Sheffield	1,218	56	0.15%
Stockton	673	27	0.13%
Swansea	594	4	0.02%
Wakefield	1,302	58	0.14%
Weybridge	351	5	0.05%
York	422	9	0.07%
<b>TOTAL</b>	<b>22,520</b>	<b>371</b>	<b>0.05%</b>



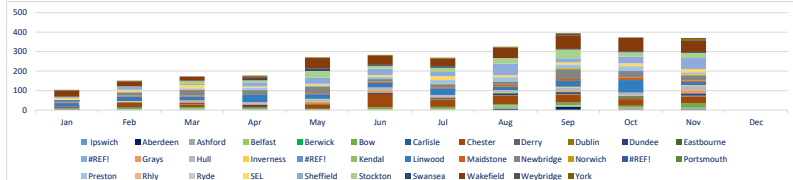
### Complaints by Category (This Month)

Category Split	Definition	Complaints	% of complaints vs deliveries made
Delivery timeliness	Late Delivery and RDT Charges	157	0.02%
Delivery quality	Shortages, incorrect delivery location, condition of supplies and driver issues	71	0.01%
Order and Supplies	Supply issues affecting availability of titles or excess supplies	6	0.00%
Returns management	Non-collection of Returns	103	0.01%
Invoicing	Discrepancies on Credit/Delivery Notes and non-receipt of paperwork	31	0.00%
Voucher processing	Voucher scanning discrepancies	1	0.00%
Customer Service	Communication issues and Complaint Handling	2	0.00%
<b>TOTAL</b>		<b>371</b>	<b>0.05%</b>



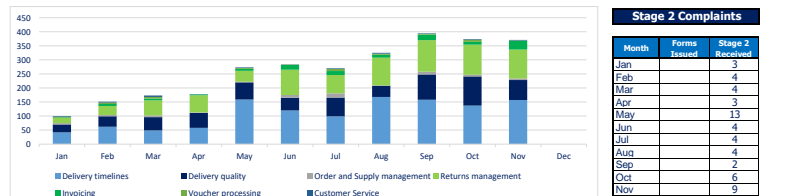
### Number of Complaints - Year to Date

Branch Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Aberdeen	1	1	2	1	1	1	0	7	17	3	4		38
Ashford	2	2	3	1	0	2	4	10	6	8	6		44
Belfast	0	1	3	4	0	2	2	6	3	4	2		27
Berwick	0	0	0	0	0	0	1	0	0	0	2		3
Bow	4	8	8	5	6	9	10	8	12	6	20		96
Carlisle	0	3	0	0	0	0	0	0	2	2	0		7
Chester	7	25	13	4	19	69	37	42	39	33	36		324
Dierr	0	0	0	0	1	0	1	0	2	1	2		7
Dublin	0	1	3	2	4	0	3	3	2	8	2		28
Dundee	1	0	4	9	2	7	6	8	9	5	12		63
Eastbourne	0	0	0	0	2	0	0	5	1	3	0		11
Grays	2	1	10	9	9	11	4	1	4	2	15		68
Hull	0	3	3	6	10	14	9	11	19	14	22		111
Inverness	0	2	1	0	1	1	0	1	4	1	4		15
Ipswich	0	0	0	1	2	1	1	0	0	1	1		7
Kendal	0	0	0	0	3	0	1	0	0	0	1		5
Linwood	16	23	20	37	24	24	34	18	30	64	17		307
Maldstone	3	4	4	0	5	6	5	10	10	14	7		68
Newbridge	10	16	29	23	32	13	15	15	46	32	24		255
Norwich	0	0	1	0	1	0	1	0	5	0	6		14
Portsmouth	0	2	0	3	2	1	3	2	3	1	1		18
Preston	3	3	6	10	5	10	18	21	19	24	10		129
Rhyl	0	0	1	0	0	1	0	1	0	1	2		11
Ryde	0	0	0	0	0	0	0	1	0	0	0		1
SEL	8	8	16	7	8	9	20	9	10	14	16		125
Sheffield	6	15	6	21	31	33	21	60	21	35	56		305
Stockton	1	2	14	11	35	14	22	28	45	22	27		221
Swansea	1	1	2	7	11	5	8	0	3	5	4		47
Wakefield	30	26	21	9	55	47	39	54	70	69	58		478
Weybridge	2	1	1	2	1	0	0	0	8	2	5		22
York	3	2	0	6	3	4	5	4	3	0	9		39
<b>TOTAL</b>	<b>100</b>	<b>151</b>	<b>173</b>	<b>178</b>	<b>273</b>	<b>284</b>	<b>270</b>	<b>325</b>	<b>395</b>	<b>374</b>	<b>371</b>	<b>0</b>	<b>2,894</b>



### Number of Complaints - Year to Date

Category Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Delivery timeliness	42	62	49	58	159	120	99	168	158	137	157		1,209
Delivery quality	28	37	47	53	61	45	67	40	90	104	71		643
Order and Supply management	5	5	6	2	2	10	15	1	10	6	6		68
Returns management	18	32	54	61	39	90	65	99	112	107	103		780
Invoicing	2	7	6	3	7	17	14	10	20	10	31		127
Voucher processing	3	5	6	0	3	1	8	4	3	8	1		42
Customer Service	2	3	5	1	2	1	2	3	2	2	2		25
<b>TOTAL</b>	<b>100</b>	<b>151</b>	<b>173</b>	<b>178</b>	<b>273</b>	<b>284</b>	<b>270</b>	<b>325</b>	<b>395</b>	<b>374</b>	<b>371</b>	<b>0</b>	<b>2,894</b>



### Stage 2 Complaints

Month	Forms Issued	Stage 2 Received
Jan	3	3
Feb	4	4
Mar	4	4
Apr	3	3
May	13	13
Jun	4	4
Jul	4	4
Aug	4	4
Sep	2	2
Oct	6	6
Nov	9	9
Dec	5	5