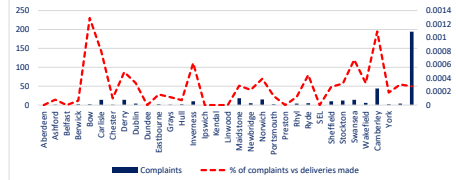


PDRP Complaints Tracker

Month Reported **Apr-24**

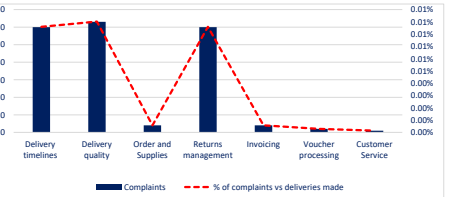
Complaints by Location (This Month)

Branch Split	No of Customers	Complaints	% of complaints vs deliveries made
Aberdeen	401	1	0.01%
Ashford	466	0	0.00%
Belfast	983	2	0.01%
Berwick	50	2	0.13%
Bow	568	14	0.08%
Carlisle	323	1	0.01%
Chester	922	14	0.05%
Derry	395	4	0.03%
Dublin	3,079	0	0.00%
Dundee	412	2	0.02%
Eastbourne	275	1	0.01%
Grays	884	2	0.01%
Hull	518	10	0.06%
Inverness	339	0	0.00%
Ipswich	608	0	0.00%
Kendal	166	0	0.00%
Linwood	2,016	18	0.03%
Maldstone	712	5	0.02%
Newbridge	1,240	15	0.04%
Norwich	482	2	0.01%
Portsmouth	398	0	0.00%
Preston	1,060	4	0.01%
Rhyl	362	5	0.04%
Ryde	113	0	0.00%
SEL	1,188	10	0.03%
Sheffield	1,218	12	0.03%
Stockton	673	14	0.07%
Swansea	594	6	0.03%
Wakefield	1,302	44	0.11%
Camberley	351	2	0.02%
York	422	4	0.03%
TOTAL	22,520	194	0.03%



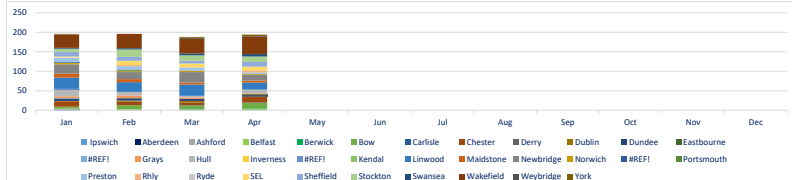
Complaints by Category (This Month)

Category Split	Definition	Complaints	% of complaints vs deliveries made
Delivery timeliness	Late Delivery and RDT Changes	60	0.01%
Delivery quality	Shortages, incorrect delivery location, condition of supplies and driver issues	63	0.01%
Order and Supplies	Supply issues affecting availability of titles or excess supplies	4	0.00%
Returns management	Non-collection of Returns	60	0.01%
Invoicing	Discrepancies on Credit/Delivery Notes and non-receipt of paperwork	4	0.00%
Voucher processing	Voucher scanning discrepancies	2	0.00%
Customer Service	Communication issues and Complaint Handling	1	0.00%
TOTAL		194	0.03%



Number of Complaints - Year to Date

Branch Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Aberdeen	0	1	1	1									3
Ashford	3	0	0	0									3
Belfast	2	1	1	2									6
Berwick	0	0	1	2									3
Bow	9	11	9	14									37
Carlisle	0	0	1	1									2
Chester	14	9	7	14									44
Derry	0	0	0	4									4
Dublin	1	3	4	0									8
Dundee	6	6	5	2									19
Eastbourne	0	0	0	1									1
Grays	5	7	4	2									18
Hull	17	9	4	10									40
Inverness	1	0	0	0									1
Ipswich	3	2	3	0									8
Kendal	0	0	0	0									0
Linwood	29	25	29	18									101
Maldstone	10	6	5	5									28
Newbridge	24	18	27	15									84
Norwich	3	2	3	2									10
Portsmouth	1	3	0	0									4
Preston	12	10	8	4									34
Rhyl	0	3	1	5									9
Ryde	0	0	0	0									0
SEL	3	11	10	10									34
Sheffield	12	10	7	12									41
Stockton	8	19	14	14									55
Swansea	2	3	5	6									16
Wakefield	34	37	37	44									152
Weybridge	1	0	3	2									6
York	1	0	2	4									7
TOTAL	195	198	191	194	0	0	0	0	0	0	0	0	778



Number of Complaints - Year to Date

Category Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Delivery timeliness	71	63	62	60									256
Delivery quality	38	38	49	63									188
Order and Supply management	1	11	7	4									23
Returns management	80	68	66	60									274
Invoicing	4	15	5	4									28
Voucher processing	0	2	1	2									5
Customer Service	1	1	1	1									4
TOTAL	195	198	191	194	0	0	0	0	0	0	0	0	778



Stage 2 Complaints

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