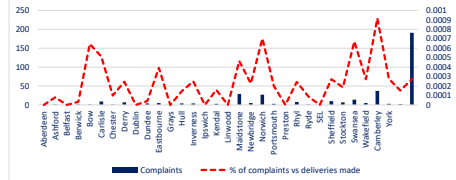


PDRP Complaints Tracker

Month Reported: **Feb-24**

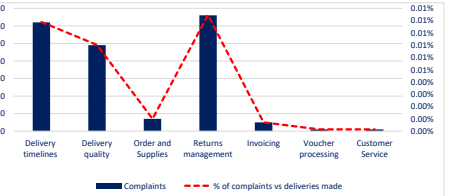
Complaints by Location (This Month)

| Branch Split | No of Customers | Complaints | % of complaints vs deliveries made |
|--------------|-----------------|------------|------------------------------------|
| Aberdeen | 401 | 1 | 0.01% |
| Ashford | 466 | 0 | 0.00% |
| Belfast | 983 | 1 | 0.00% |
| Berwick | 50 | 1 | 0.06% |
| Bow | 568 | 9 | 0.05% |
| Carlisle | 323 | 1 | 0.01% |
| Chester | 922 | 7 | 0.02% |
| Diery | 395 | 0 | 0.00% |
| Dublin | 3,079 | 4 | 0.00% |
| Dundee | 412 | 5 | 0.04% |
| Eastbourne | 275 | 0 | 0.00% |
| Grays | 884 | 4 | 0.01% |
| Hull | 518 | 4 | 0.02% |
| Inverness | 339 | 0 | 0.00% |
| Ipswich | 608 | 3 | 0.02% |
| Kendal | 166 | 0 | 0.00% |
| Linwood | 2,016 | 29 | 0.05% |
| Maldstone | 712 | 5 | 0.02% |
| Newbridge | 1,240 | 27 | 0.07% |
| Norwich | 482 | 3 | 0.02% |
| Portsmouth | 398 | 0 | 0.00% |
| Preston | 1,060 | 8 | 0.02% |
| Rhyl | 362 | 1 | 0.01% |
| Ryde | 113 | 0 | 0.00% |
| SEL | 1,188 | 10 | 0.03% |
| Sheffield | 1,218 | 7 | 0.02% |
| Stockton | 673 | 14 | 0.07% |
| Swansea | 594 | 5 | 0.03% |
| Wakefield | 1,302 | 37 | 0.09% |
| Camberley | 351 | 3 | 0.03% |
| York | 422 | 2 | 0.02% |
| TOTAL | 22,520 | 191 | 0.03% |



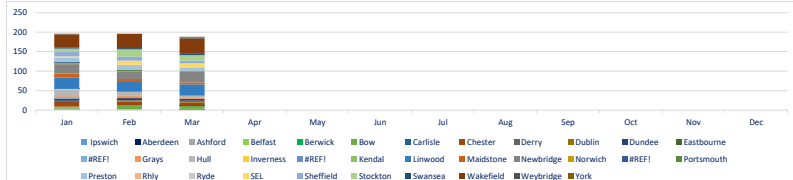
Complaints by Category (This Month)

| Category Split | Definition | Complaints | % of complaints vs deliveries made |
|--------------------|---|------------|------------------------------------|
| Delivery timelines | Late Delivery and RDT Changes | 62 | 0.01% |
| Delivery quality | Shortages, incorrect delivery location, condition of supplies and driver issues | 49 | 0.01% |
| Order and Supplies | Supply issues affecting availability of titles or excess supplies | 7 | 0.00% |
| Returns management | Non-collection of Returns | 66 | 0.01% |
| Invoicing | Discrepancies on Credit/Delivery Notes and non-receipt of paperwork | 5 | 0.00% |
| Voucher processing | Voucher scanning discrepancies | 1 | 0.00% |
| Customer Service | Communication issues and Complaint Handling | 1 | 0.00% |
| TOTAL | | 191 | 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 | | | | | | | | | | 2 |
| Ashford | 3 | 0 | 0 | | | | | | | | | | 3 |
| Belfast | 2 | 1 | 1 | | | | | | | | | | 4 |
| Berwick | 0 | 0 | 1 | | | | | | | | | | 1 |
| Bow | 9 | 11 | 9 | | | | | | | | | | 23 |
| Carlisle | 0 | 0 | 1 | | | | | | | | | | 1 |
| Chester | 14 | 9 | 7 | | | | | | | | | | 30 |
| Diery | 0 | 0 | 0 | | | | | | | | | | 0 |
| Dublin | 1 | 3 | 4 | | | | | | | | | | 8 |
| Dundee | 6 | 6 | 5 | | | | | | | | | | 17 |
| Eastbourne | 0 | 0 | 0 | | | | | | | | | | 0 |
| Grays | 5 | 7 | 4 | | | | | | | | | | 16 |
| Hull | 17 | 9 | 4 | | | | | | | | | | 30 |
| Inverness | 1 | 0 | 0 | | | | | | | | | | 1 |
| Ipswich | 3 | 2 | 3 | | | | | | | | | | 8 |
| Kendal | 0 | 0 | 0 | | | | | | | | | | 0 |
| Linwood | 29 | 25 | 29 | | | | | | | | | | 83 |
| Maldstone | 10 | 8 | 5 | | | | | | | | | | 23 |
| Newbridge | 24 | 18 | 27 | | | | | | | | | | 69 |
| Norwich | 3 | 2 | 3 | | | | | | | | | | 8 |
| Portsmouth | 1 | 3 | 0 | | | | | | | | | | 4 |
| Preston | 12 | 10 | 8 | | | | | | | | | | 30 |
| Rhyl | 0 | 3 | 1 | | | | | | | | | | 4 |
| Ryde | 0 | 0 | 0 | | | | | | | | | | 0 |
| SEL | 3 | 11 | 10 | | | | | | | | | | 24 |
| Sheffield | 12 | 10 | 7 | | | | | | | | | | 29 |
| Stockton | 8 | 19 | 14 | | | | | | | | | | 41 |
| Swansea | 2 | 3 | 5 | | | | | | | | | | 10 |
| Wakefield | 34 | 37 | 37 | | | | | | | | | | 108 |
| Weybridge | 1 | 0 | 3 | | | | | | | | | | 4 |
| York | 1 | 0 | 2 | | | | | | | | | | 3 |
| TOTAL | 195 | 198 | 191 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 584 |



Number of Complaints - Year to Date

| Category Split | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Total |
|-----------------------------|------------|------------|------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|------------|
| Delivery timelines | 71 | 63 | 62 | | | | | | | | | | 196 |
| Delivery quality | 38 | 38 | 49 | | | | | | | | | | 125 |
| Order and Supply management | 1 | 11 | 7 | | | | | | | | | | 19 |
| Returns management | 80 | 68 | 66 | | | | | | | | | | 214 |
| Invoicing | 4 | 15 | 5 | | | | | | | | | | 24 |
| Voucher processing | 0 | 2 | 1 | | | | | | | | | | 3 |
| Customer Service | 1 | 1 | 1 | | | | | | | | | | 3 |
| TOTAL | 195 | 198 | 191 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 584 |



Stage 2 Complaints

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