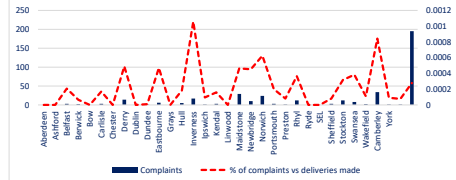


PDRP Complaints Tracker

Month Reported **Jan-24**

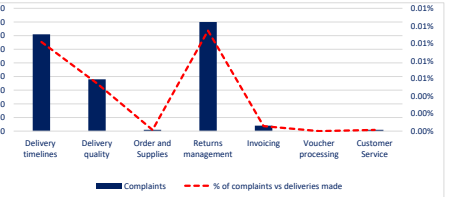
Complaints by Location (This Month)

Branch Split	No of Customers	Complaints	% of complaints vs deliveries made
Aberdeen	401	0	0.00%
Ashford	466	3	0.02%
Belfast	983	2	0.01%
Berwick	50	0	0.00%
Bow	568	3	0.02%
Carlisle	323	0	0.00%
Chester	922	14	0.05%
Derry	395	0	0.00%
Dublin	3,079	1	0.00%
Dundee	412	6	0.05%
Eastbourne	275	0	0.00%
Grays	884	5	0.02%
Hull	518	17	0.11%
Inverness	339	1	0.01%
Ipswich	608	3	0.02%
Kendal	166	0	0.00%
Linwood	2,016	29	0.05%
Maldstone	712	10	0.05%
Newbridge	1,240	24	0.08%
Norwich	482	3	0.02%
Portsmouth	398	1	0.01%
Preston	1,060	12	0.04%
Rhyl	362	0	0.00%
Ryde	113	0	0.00%
SEL	1,188	3	0.01%
Sheffield	1,218	12	0.03%
Stockton	673	8	0.04%
Swansea	594	2	0.01%
Wakefield	1,302	34	0.08%
Camberley	351	1	0.01%
York	422	1	0.01%
TOTAL	22,520	195	0.03%



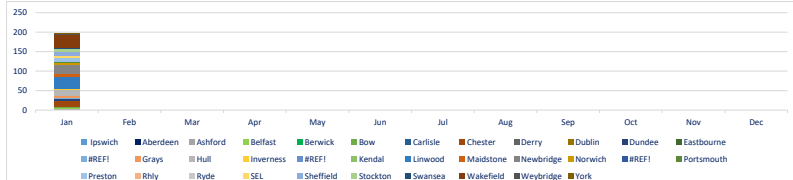
Complaints by Category (This Month)

Category Split	Definition	Complaints	% of complaints vs deliveries made
Delivery timelines	Late Delivery and RDT Changes	71	0.01%
Delivery quality	Shortages, incorrect delivery location, condition of supplies and driver issues	38	0.01%
Order and Supplies	Supply issues affecting availability of titles or excess supplies	1	0.00%
Returns management	Non-collection of Returns	80	0.01%
Invoicing	Discrepancies on Credit/Delivery Notes and non-receipt of paperwork	4	0.00%
Voucher processing	Voucher scanning discrepancies	0	0.00%
Customer Service	Communication issues and Complaint Handling	1	0.00%
TOTAL		195	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												0
Ashford	3												3
Belfast	2												2
Berwick	0												0
Bow	3												3
Carlisle	0												0
Chester	14												14
Derry	0												0
Dublin	1												1
Dundee	6												6
Eastbourne	0												0
Grays	5												5
Hull	17												17
Inverness	1												1
Ipswich	3												3
Kendal	0												0
Linwood	29												29
Maldstone	10												10
Newbridge	24												24
Norwich	3												3
Portsmouth	1												1
Preston	12												12
Rhyl	0												0
Ryde	0												0
SEL	3												3
Sheffield	12												12
Stockton	8												8
Swansea	2												2
Wakefield	34												34
Weybridge	1												1
York	1												1
TOTAL	195	0	0	0	0	0	0	0	0	0	0	0	195



Number of Complaints - Year to Date

Category Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Delivery timelines	71												71
Delivery quality	38												38
Order and Supply management	1												1
Returns management	80												80
Invoicing	4												4
Voucher processing	0												0
Customer Service	1												1
TOTAL	195	0	0	0	0	0	0	0	0	0	0	0	195



Stage 2 Complaints

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