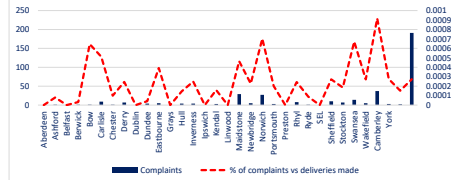


# PDRP Complaints Tracker

Month Reported: **Feb-24**

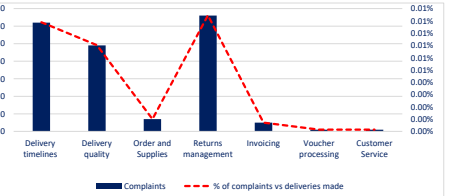
## Complaints by Location (This Month)

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%
Weybridge	351	3	0.03%
York	422	2	0.02%
<b>TOTAL</b>	<b>22,520</b>	<b>191</b>	<b>0.03%</b>



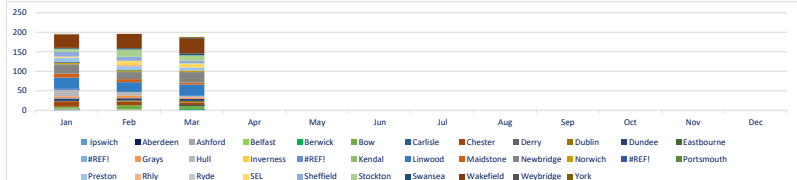
## Complaints by Category (This Month)

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%
<b>TOTAL</b>		<b>191</b>	<b>0.03%</b>



## 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	6	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
<b>TOTAL</b>	<b>195</b>	<b>198</b>	<b>191</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>584</b>



## 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
<b>TOTAL</b>	<b>195</b>	<b>198</b>	<b>191</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>584</b>



## Stage 2 Complaints

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