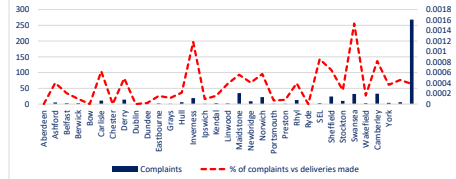


# PDRP Complaints Tracker

Month Reported **May-24**

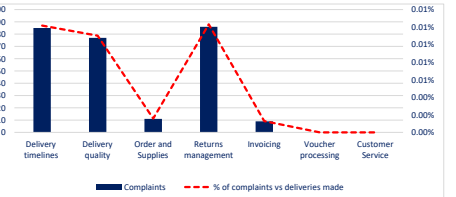
## Complaints by Location (This Month)

Branch Split	No of Customers	Complaints	% of complaints vs deliveries made
Aberdeen	401	5	0.04%
Ashford	466	3	0.02%
Belfast	983	3	0.01%
Berwick	50	0	0.00%
Bow	568	11	0.06%
Carlisle	323	0	0.00%
Chester	922	14	0.05%
Derry	395	0	0.00%
Dublin	3,079	2	0.00%
Dundee	412	2	0.02%
Eastbourne	275	1	0.01%
Grays	884	6	0.02%
Hull	518	19	0.12%
Inverness	339	1	0.01%
Ipswich	608	3	0.02%
Kendal	166	2	0.04%
Linwood	2,016	35	0.06%
Maldstone	712	9	0.04%
Newbridge	1,240	22	0.06%
Norwich	482	1	0.01%
Portsmouth	398	1	0.01%
Preston	1,060	13	0.04%
Rhyl	362	0	0.00%
Ryde	113	3	0.09%
SEL	1,188	24	0.07%
Sheffield	1,218	10	0.03%
Stockton	673	32	0.15%
Swansea	594	3	0.02%
Wakefield	1,302	33	0.08%
Weybridge	351	4	0.04%
York	422	6	0.05%
<b>TOTAL</b>	<b>22,520</b>	<b>268</b>	<b>0.04%</b>



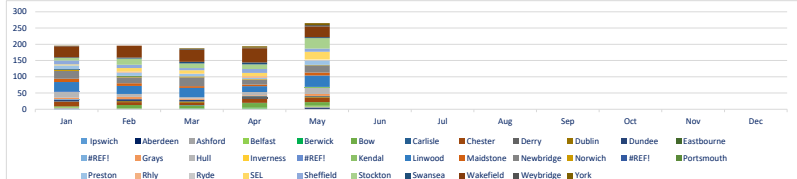
## Complaints by Category (This Month)

Category Split	Definition	Complaints	% of complaints vs deliveries made
Delivery timelines	Late Delivery and RDT Changes	85	0.01%
Delivery quality	Shortages, incorrect delivery location, condition of supplies and driver issues	77	0.01%
Order and Supplies	Supply issues affecting availability of titles or excess supplies	11	0.00%
Returns management	Non-collection of Returns	86	0.01%
Invoicing	Discrepancies on Credit/Delivery Notes and non-receipt of paperwork	9	0.00%
Voucher processing	Voucher scanning discrepancies	0	0.00%
Customer Service	Communication issues and Complaint Handling	0	0.00%
<b>TOTAL</b>		<b>268</b>	<b>0.04%</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	1	5								8
Ashford	3	0	0	0	3								6
Belfast	2	1	1	2	3								9
Berwick	0	0	1	2	3								3
Bow	9	11	9	14	11								48
Carlisle	0	0	1	1	1								2
Chester	14	9	7	14	14								58
Derry	0	0	0	4	2								4
Dublin	1	3	4	0	2								10
Dundee	6	6	5	2	2								21
Eastbourne	0	0	0	1	1								2
Grays	5	7	4	2	6								24
Hull	17	9	4	10	19								59
Inverness	1	0	0	0	1								2
Ipswich	3	2	3	0	3								11
Kendal	0	0	0	0	2								2
Linwood	29	25	29	18	35								136
Maldstone	10	6	5	5	9								37
Newbridge	24	18	27	15	22								106
Norwich	3	2	3	2	1								11
Portsmouth	1	3	0	0	1								5
Preston	12	10	8	4	13								47
Rhyl	0	3	1	5	3								9
Ryde	0	0	0	0	3								3
SEL	3	11	10	10	24								58
Sheffield	12	10	7	12	10								51
Stockton	8	19	14	14	32								87
Swansea	2	3	5	6	3								19
Wakefield	34	37	37	44	33								185
Weybridge	1	0	3	2	4								10
York	1	0	2	4	6								13
<b>TOTAL</b>	<b>195</b>	<b>198</b>	<b>191</b>	<b>194</b>	<b>268</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1,046</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	60	85								341
Delivery quality	38	38	49	63	77								265
Order and Supply management	1	11	7	4	11								34
Returns management	80	68	66	60	86								360
Invoicing	4	15	5	4	9								37
Voucher processing	0	2	1	2	0								5
Customer Service	1	1	1	1	0								4
<b>TOTAL</b>	<b>195</b>	<b>198</b>	<b>191</b>	<b>194</b>	<b>268</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1,046</b>



## Stage 1 Complaints

Month	Forms Issued	Stage 2 Received
Jan	2	
Feb	3	
Mar	2	
Apr	6	
May	0	
Jun		
Jul		
Aug		
Sep		
Oct		
Nov		
Dec		