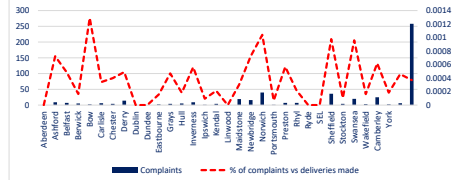


PDRP Complaints Tracker

Month Reported: **Jun-24**

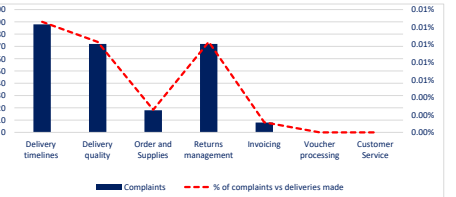
Complaints by Location (This Month)

Branch Split	No of Customers	Complaints	% of complaints vs deliveries made
Aberdeen	401	9	0.07%
Ashford	466	7	0.05%
Belfast	983	5	0.02%
Berwick	50	2	0.13%
Bow	568	6	0.03%
Carlisle	323	4	0.04%
Chester	922	14	0.05%
Derry	395	0	0.00%
Dublin	3,079	0	0.00%
Dundee	412	2	0.02%
Eastbourne	275	4	0.05%
Grays	884	5	0.02%
Hull	518	9	0.06%
Inverness	339	1	0.01%
Ipswich	608	4	0.02%
Kendal	166	0	0.00%
Linwood	2,016	19	0.03%
Maldstone	712	16	0.07%
Newbridge	1,240	40	0.10%
Norwich	482	1	0.01%
Portsmouth	398	7	0.06%
Preston	1,060	7	0.02%
Rhyl	362	0	0.00%
Ryde	113	0	0.00%
SEL	1,188	36	0.10%
Sheffield	1,218	4	0.01%
Stockton	673	20	0.10%
Swansea	594	3	0.02%
Wakefield	1,302	25	0.06%
Weybridge	351	2	0.02%
York	422	6	0.05%
TOTAL	22,520	258	0.04%



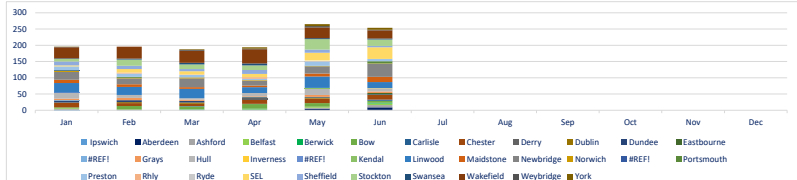
Complaints by Category (This Month)

Category Split	Definition	Complaints	% of complaints vs deliveries made
Delivery timeliness	Late Delivery and RDT Changes	88	0.01%
Delivery quality	Shortages, incorrect delivery location, condition of supplies and driver issues	72	0.01%
Order and Supplies	Supply issues affecting availability of titles or excess supplies	18	0.00%
Returns management	Non-collection of Returns	72	0.01%
Invoicing	Discrepancies on Credit/Delivery Notes and non-receipt of paperwork	8	0.00%
Voucher processing	Voucher scanning discrepancies	0	0.00%
Customer Service	Communication issues and Complaint Handling	0	0.00%
TOTAL		258	0.04%



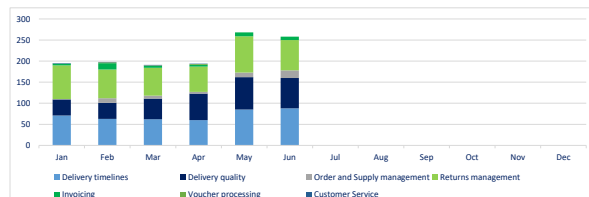
Number of Complaints - Year to Date

Branch Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Aberdeen	0	1	1	1	5	9							17
Ashford	3	0	0	0	3	7							13
Belfast	2	1	1	2	3	5							14
Berwick	0	0	1	2	2	2							5
Bow	9	11	9	14	11	6							54
Carlisle	0	0	1	1	1	4							6
Chester	14	9	7	14	14	14							72
Derry	0	0	0	4	0	0							4
Dublin	1	3	4	0	2	0							10
Dundee	6	6	5	2	2	2							23
Eastbourne	0	0	0	1	1	4							6
Grays	5	7	4	2	6	5							29
Hull	17	9	4	10	19	9							68
Inverness	1	0	0	0	1	1							3
Ipswich	3	2	3	0	3	4							15
Kendal	0	0	0	0	2	0							2
Linwood	29	25	29	18	35	19							155
Maldstone	10	8	5	5	9	16							53
Newbridge	24	18	27	15	22	40							146
Norwich	3	2	3	2	1	1							12
Portsmouth	1	3	0	0	1	7							12
Preston	12	10	8	4	13	7							54
Rhyl	0	3	1	5	0	0							9
Ryde	0	0	0	0	3	0							3
SEL	3	11	10	10	24	36							94
Sheffield	12	10	7	12	10	4							55
Stockton	8	19	14	14	32	20							107
Swansea	2	3	5	6	3	3							22
Wakefield	34	37	37	44	33	25							210
Weybridge	1	0	3	2	4	2							12
York	1	0	2	4	6	6							19
TOTAL	195	198	191	194	268	258	0	0	0	0	0	0	1,304



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	85	88							429
Delivery quality	38	38	49	63	77	72							337
Order and Supply management	1	11	7	4	11	18							52
Returns management	80	68	66	60	86	72							432
Invoicing	4	15	5	4	9	8							45
Voucher processing	0	2	1	2	0	0							5
Customer Service	1	1	1	1	0	0							4
TOTAL	195	198	191	194	268	258	0	0	0	0	0	0	1,304



Stage 1 Complaints

Month	Forms Issued	Stage 2 Received
Jan	2	
Feb	3	
Mar	2	
Apr	6	
May	0	
Jun	5	
Jul		
Aug		
Sep		
Oct		
Nov		
Dec		