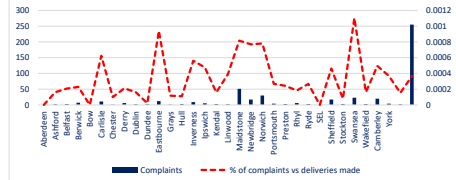


PDRP Complaints Tracker

Month Reported **Jul-24**

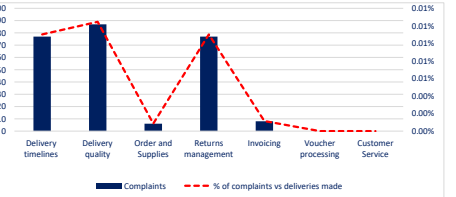
Complaints by Location (This Month)

Branch Split	No of Customers	Complaints	% of complaints vs deliveries made
Aberdeen	401	2	0.02%
Ashford	466	3	0.02%
Belfast	983	7	0.02%
Berwick	50	0	0.00%
Bow	568	11	0.06%
Carlisle	323	1	0.01%
Chester	922	6	0.02%
Derry	395	2	0.02%
Dublin	3,079	2	0.00%
Dundee	412	12	0.09%
Eastbourne	275	1	0.01%
Grays	884	3	0.01%
Hull	518	9	0.06%
Inverness	339	5	0.05%
Ipswich	608	3	0.02%
Kendal	166	2	0.04%
Linwood	2,016	51	0.08%
Maldstone	712	17	0.08%
Newbridge	1,240	30	0.08%
Norwich	482	4	0.03%
Portsmouth	398	3	0.02%
Preston	1,060	6	0.02%
Rhyl	362	3	0.03%
Ryde	113	0	0.00%
SEL	1,188	17	0.05%
Sheffield	1,218	3	0.01%
Stockton	673	23	0.11%
Swansea	594	3	0.02%
Wakefield	1,302	20	0.05%
Weybridge	351	4	0.04%
York	422	2	0.02%
TOTAL	22,520	255	0.04%



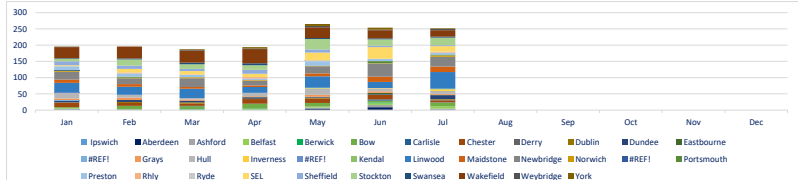
Complaints by Category (This Month)

Category Split	Definition	Complaints	% of complaints vs deliveries made
Delivery timeliness	Late Delivery and RDT Changes	77	0.01%
Delivery quality	Shortages, incorrect delivery location, condition of supplies and driver issues	87	0.01%
Order and Supplies	Supply issues affecting availability of titles or excess supplies	6	0.00%
Returns management	Non-collection of Returns	77	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		255	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	2						19
Ashford	3	0	0	0	3	7	3						16
Belfast	2	1	1	2	3	5	7						21
Berwick	0	0	1	2	2	2	0						5
Bow	9	11	9	14	11	6	11						65
Carlisle	0	0	1	1	1	4	1						7
Chester	14	9	7	14	14	14	6						78
Derry	0	0	0	4	0	2	0						6
Dublin	1	3	4	0	2	0	2						12
Dundee	6	6	5	2	2	2	12						35
Eastbourne	0	0	0	1	1	4	1						7
Grays	5	7	4	2	6	5	3						32
Hull	17	9	4	10	19	9	9						77
Inverness	1	0	0	0	1	1	5						8
Ipswich	3	2	3	0	3	4	3						18
Kendal	0	0	0	0	2	0	2						4
Linwood	29	25	29	18	35	19	51						206
Maldstone	10	8	5	5	9	16	17						70
Newbridge	24	18	27	15	22	40	30						176
Norwich	3	2	3	2	1	1	4						16
Portsmouth	1	3	0	0	1	7	3						15
Preston	12	10	8	4	13	7	6						60
Rhyl	0	3	1	5	0	3	0						12
Ryde	0	0	0	0	3	0	0						3
SEL	3	11	10	10	24	36	17						111
Sheffield	12	10	7	12	10	4	3						58
Stockton	8	19	14	14	32	20	23						130
Swansea	2	3	5	6	3	3	3						25
Wakefield	34	37	37	44	33	25	20						230
Weybridge	1	0	3	2	4	2	4						16
York	1	0	2	4	6	6	2						21
TOTAL	195	198	191	194	268	258	255	0	0	0	0	0	1,559



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	77						506
Delivery quality	38	38	49	63	77	72	87						424
Order and Supply management	1	11	7	4	11	18	6						58
Returns management	80	68	66	60	86	72	77						509
Invoicing	4	15	5	4	9	8	8						53
Voucher processing	0	2	1	2	0	0	0						5
Customer Service	1	1	1	1	0	0	0						4
TOTAL	195	198	191	194	268	258	255	0	0	0	0	0	1,559



Stage 1 Complaints

Month	Forms Issued	Stage 1 Received
Jan	2	2
Feb	3	3
Mar	2	2
Apr	6	6
May	0	0
Jun	5	5
Jul	4	4
Aug		
Sep		
Oct		
Nov		
Dec		