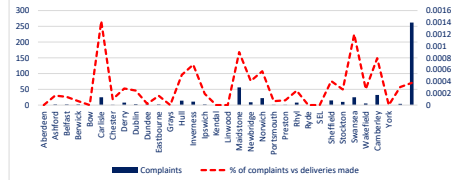


PDRP Complaints Tracker

Month Reported: Dec-24

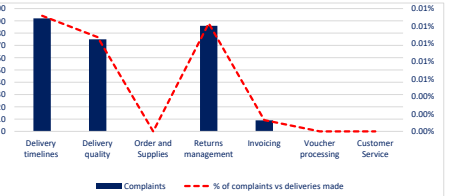
Complaints by Location (This Month)

Branch Split	No of Customers	Complaints	% of complaints vs deliveries made
Aberdeen	401	2	0.02%
Ashford	466	2	0.01%
Belfast	983	2	0.01%
Berwick	50	0	0.00%
Bow	568	25	0.14%
Carlisle	323	1	0.01%
Chester	922	8	0.03%
Derry	395	3	0.02%
Dublin	3,039	2	0.00%
Dundee	412	2	0.02%
Eastbourne	275	0	0.00%
Grays	884	14	0.05%
Hull	518	11	0.07%
Inverness	339	2	0.02%
Ipswich	608	0	0.00%
Kendal	166	0	0.00%
Linwood	2,016	56	0.09%
Maldstone	712	9	0.04%
Newbridge	1,240	22	0.06%
Norwich	482	1	0.01%
Portsmouth	398	1	0.01%
Preston	1,060	8	0.02%
Rhyl	362	0	0.00%
Ryde	113	0	0.00%
SEL	1,188	15	0.04%
Sheffield	1,218	10	0.03%
Stockton	673	25	0.12%
Swansea	594	5	0.03%
Wakefield	1,302	32	0.08%
Weybridge	351	0	0.00%
York	422	4	0.03%
TOTAL	22,520	262	0.04%



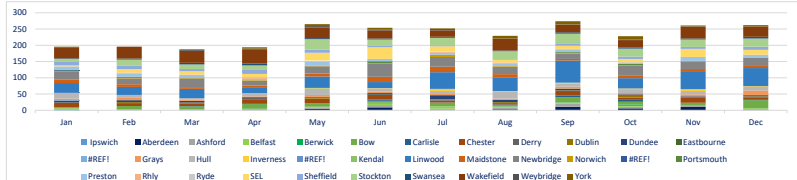
Complaints by Category (This Month)

Category Split	Definition	Complaints	% of complaints vs deliveries made
Delivery timelines	Late Delivery and RDT Changes	92	0.01%
Delivery quality	Shortages, incorrect delivery location, condition of supplies and driver issues	75	0.01%
Order and Supplies	Supply issues affecting availability of titles or excess supplies	0	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%
TOTAL		262	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	3	11	6	10	2	51
Ashford	3	0	0	0	3	7	3	5	10	5	5	2	43
Belfast	2	1	1	2	3	5	7	3	2	3	0	2	31
Berwick	0	0	1	2	2	2	0	1	1	4	1	0	12
Bow	9	11	9	14	11	6	11	3	16	8	7	25	124
Carlisle	0	0	1	1	0	4	1	3	5	6	0	1	22
Chester	14	9	7	14	14	14	6	4	14	7	15	8	126
Derry	0	0	0	4	0	0	2	0	1	0	0	3	10
Dublin	1	3	4	0	2	0	2	3	1	6	3	2	27
Dundee	6	6	5	2	2	2	12	7	5	4	2	2	55
Eastbourne	0	0	0	1	1	4	1	1	1	0	0	0	9
Grays	5	7	4	2	6	5	3	3	6	4	6	14	65
Hull	17	9	4	10	19	9	9	20	8	12	10	11	138
Inverness	1	0	0	0	1	1	5	2	4	2	5	2	23
Ipswich	3	2	3	0	3	4	3	1	1	1	0	0	21
Kendal	0	0	0	0	2	0	2	1	0	0	1	0	6
Linwood	29	25	29	18	35	19	51	41	68	32	53	56	456
Maldstone	10	6	5	5	9	16	17	11	5	9	9	9	113
Newbridge	24	18	27	15	22	40	30	23	17	30	23	22	291
Norwich	3	2	3	2	1	1	4	2	2	1	2	1	24
Portsmouth	1	3	0	0	1	7	3	0	4	4	0	1	24
Preston	12	10	8	4	13	7	6	7	6	4	12	8	97
Rhyl	0	0	0	0	0	0	3	4	2	1	0	0	19
Ryde	0	0	0	0	3	0	0	0	0	0	0	0	3
SEL	3	11	10	10	24	36	17	8	10	10	25	15	179
Sheffield	12	10	7	12	10	4	3	0	5	7	6	10	86
Stockton	8	19	14	14	32	20	23	27	32	25	23	25	262
Swansea	2	3	5	6	3	3	3	4	3	3	5	4	42
Wakefield	34	37	37	44	33	25	20	37	23	23	36	32	381
Weybridge	1	0	3	2	4	2	4	0	1	2	1	0	20
York	1	0	2	4	6	6	2	8	10	10	3	4	56
TOTAL	195	198	191	194	268	258	255	230	275	229	261	262	2,816



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	88	77	59	95	76	73	92	901
Delivery quality	38	38	49	63	77	72	87	64	69	59	61	75	752
Order and Supply management	1	11	7	4	11	18	6	0	4	4	0	0	66
Returns management	80	68	66	60	86	72	77	98	99	84	114	86	990
Invoicing	4	15	5	4	9	8	8	9	8	6	13	9	98
Voucher processing	0	2	1	2	0	0	0	0	0	0	0	0	5
Customer Service	1	1	1	1	0	0	0	0	0	0	0	0	4
TOTAL	195	198	191	194	268	258	255	230	275	229	261	262	2,816



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	0	0
Sep	2	2
Oct	0	0
Nov	4	4
Dec	0	0