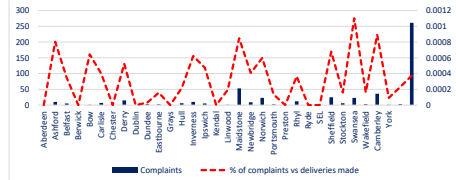


PDRP Complaints Tracker

Month Reported: **Nov-24**

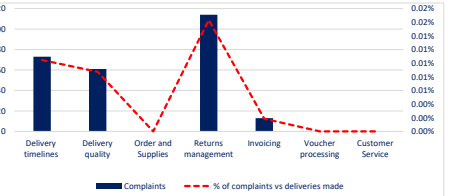
Complaints by Location (This Month)

Branch Split	No of Customers	Complaints	% of complaints vs deliveries made
Aberdeen	401	10	0.08%
Ashford	466	5	0.03%
Belfast	983	0	0.00%
Berwick	50	1	0.06%
Bow	568	7	0.04%
Carlisle	323	0	0.00%
Chester	922	15	0.05%
Derry	395	0	0.00%
Dublin	3,039	3	0.00%
Dundee	412	2	0.02%
Eastbourne	275	0	0.00%
Grays	884	6	0.02%
Hull	518	10	0.06%
Inverness	339	5	0.05%
Ipswich	608	0	0.00%
Kendal	166	1	0.02%
Linwood	2,016	53	0.08%
Maldstone	712	9	0.04%
Newbridge	1,240	23	0.06%
Norwich	482	2	0.01%
Portsmouth	398	0	0.00%
Preston	1,060	12	0.04%
Rhyl	362	0	0.00%
Ryde	113	0	0.00%
SEL	1,188	25	0.07%
Sheffield	1,218	6	0.02%
Stockton	673	23	0.11%
Swansea	594	3	0.02%
Wakefield	1,302	36	0.09%
Weybridge	351	1	0.01%
York	422	3	0.02%
TOTAL	22,520	261	0.04%



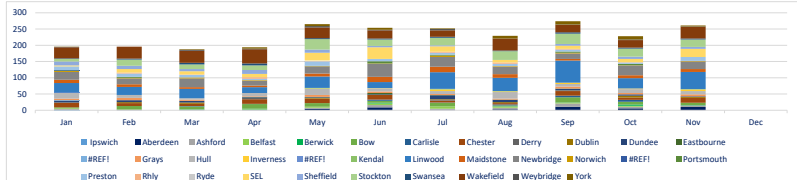
Complaints by Category (This Month)

Category Split	Definition	Complaints	% of complaints vs deliveries made
Delivery timeliness	Late Delivery and RDT Changes	73	0.01%
Delivery quality	Shortages, incorrect delivery location, condition of supplies and driver issues	61	0.01%
Order and Supplies	Supply issues affecting availability of titles or excess supplies	0	0.00%
Returns management	Non-collection of Returns	114	0.02%
Invoicing	Discrepancies on Credit/Delivery Notes and non-receipt of paperwork	13	0.00%
Voucher processing	Voucher scanning discrepancies	0	0.00%
Customer Service	Communication issues and Complaint Handling	0	0.00%
TOTAL		261	0.04%



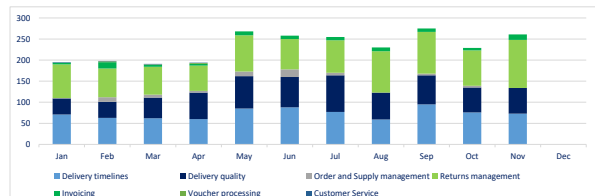
Number of Complaints - Year to Date

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		49
Ashford	3	0	0	0	3	7	3	5	10	5	5		41
Belfast	2	1	1	2	3	5	7	3	2	3	0		29
Berwick	0	0	1	2	2	2	0	1	4	1			12
Bow	9	11	9	14	11	6	11	3	16	8	7		99
Carlisle	0	0	1	1	0	4	1	3	5	6	0		21
Chester	14	9	7	14	14	14	6	4	14	7	15		118
Derry	0	0	0	4	0	0	2	0	1	0	0		7
Dublin	1	3	4	0	2	0	2	3	1	6	3		25
Dundee	6	6	5	2	2	2	12	7	5	4	2		53
Eastbourne	0	0	0	1	1	4	1	1	1	0	0		9
Grays	5	7	4	2	6	5	3	3	6	4	6		51
Hull	17	9	4	10	19	9	9	20	8	12	10		127
Inverness	1	0	0	0	1	1	5	2	4	2	5		21
Ipswich	3	2	3	0	3	4	3	1	1	1	0		21
Kendal	0	0	0	0	2	0	2	1	0	0	1		6
Linwood	29	25	29	18	35	19	51	41	68	32	53		400
Maldstone	10	6	5	5	9	16	17	11	5	9	9		104
Newbridge	24	18	27	15	22	40	30	23	17	30	23		269
Norwich	3	2	3	2	1	1	4	2	2	1	2		23
Portsmouth	1	3	0	0	1	7	3	0	4	4	0		23
Preston	12	10	8	4	13	7	6	7	6	4	12		89
Rhyl	0	3	1	5	0	0	3	4	2	1	0		19
Ryde	0	0	0	0	3	0	0	0	0	0	0		3
SEL	3	11	10	10	24	36	17	8	10	10	25		164
Sheffield	12	10	7	12	10	4	3	0	5	7	6		76
Stockton	8	19	14	14	32	20	23	27	32	25	23		237
Swansea	2	3	5	6	3	3	3	4	3	3	3		37
Wakefield	34	37	37	44	33	25	20	37	23	23	36		349
Weybridge	1	0	3	2	4	2	4	0	1	2	1		20
York	1	0	2	4	6	6	2	8	10	10	3		52
TOTAL	195	198	191	194	268	258	255	230	275	229	261	0	2,554



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	59	95	76	73		809
Delivery quality	38	38	49	63	77	72	87	64	69	59	61		677
Order and Supply management	1	11	7	4	11	18	6	0	4	4	0		66
Returns management	80	68	66	60	86	72	77	98	99	84	114		904
Invoicing	4	15	5	4	9	8	8	9	8	6	13		89
Voucher processing	0	2	1	2	0	0	0	0	0	0	0		5
Customer Service	1	1	1	1	0	0	0	0	0	0	0		4
TOTAL	195	198	191	194	268	258	255	230	275	229	261	0	2,554



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		