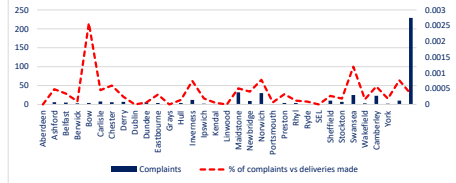


# PDRP Complaints Tracker

Month Reported: **Oct-24**

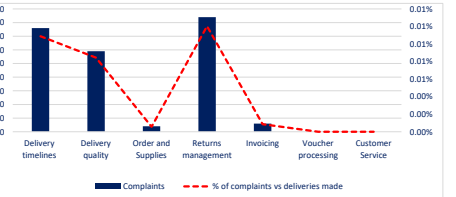
## Complaints by Location (This Month)

Branch Split	No of Customers	Complaints	% of complaints vs deliveries made
Aberdeen	401	6	0.05%
Ashford	466	5	0.03%
Belfast	983	3	0.01%
Berwick	50	4	0.26%
Bow	568	8	0.05%
Carlisle	323	6	0.06%
Chester	922	7	0.02%
Derry	395	0	0.00%
Dublin	3,079	6	0.01%
Dundee	412	4	0.03%
Eastbourne	275	0	0.00%
Grays	884	4	0.01%
Hull	518	12	0.07%
Inverness	339	2	0.02%
Ipswich	608	1	0.01%
Kendal	166	0	0.00%
Linwood	2,016	32	0.05%
Maldstone	712	9	0.04%
Newbridge	1,240	30	0.08%
Norwich	482	1	0.01%
Portsmouth	398	4	0.03%
Preston	1,060	4	0.01%
Rhyl	362	1	0.01%
Ryde	113	0	0.00%
SEL	1,188	10	0.03%
Sheffield	1,218	7	0.02%
Stockton	673	25	0.12%
Swansea	594	3	0.02%
Wakefield	1,302	23	0.06%
Camberley	351	2	0.02%
York	422	10	0.08%
<b>TOTAL</b>	<b>22,520</b>	<b>229</b>	<b>0.03%</b>



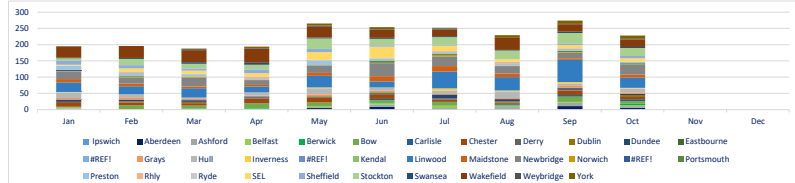
## Complaints by Category (This Month)

Category Split	Definition	Complaints	% of complaints vs deliveries made
Delivery timeliness	Late Delivery and RDT Changes	76	0.01%
Delivery quality	Shortages, incorrect delivery location, condition of supplies and driver issues	59	0.01%
Order and Supplies	Supply issues affecting availability of titles or excess supplies	4	0.00%
Returns management	Non-collection of Returns	84	0.01%
Invoicing	Discrepancies on Credit/Delivery Notes and non-receipt of paperwork	6	0.00%
Voucher processing	Voucher scanning discrepancies	0	0.00%
Customer Service	Communication issues and Complaint Handling	0	0.00%
<b>TOTAL</b>		<b>229</b>	<b>0.03%</b>



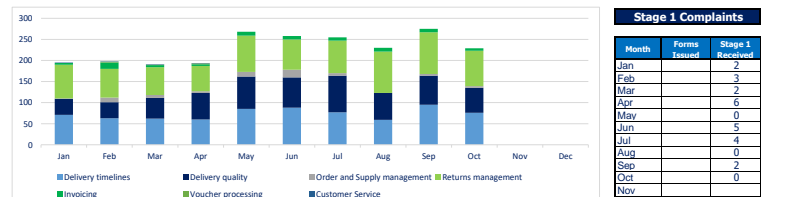
## Number of Complaints - Year to Date

Branch Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Aberdeen	0	1	1	1	5	9	2	3	11	6			39
Ashford	3	0	0	0	3	7	3	5	10	5			36
Belfast	2	1	1	2	3	5	7	3	2	3			29
Berwick	0	0	1	2	3	2	0	1	1	4			11
Bow	3	11	9	14	11	6	11	3	16	8			92
Carlisle	0	0	1	1	0	4	1	3	5	6			21
Chester	14	9	7	14	14	14	6	4	14	7			103
Derry	0	0	0	4	0	0	2	0	1	0			7
Dublin	1	3	4	0	2	0	2	3	1	6			22
Dundee	6	6	5	2	2	2	12	7	5	4			51
Eastbourne	0	0	0	1	1	4	1	1	1	0			9
Grays	5	7	4	2	6	5	3	3	6	4			45
Hull	17	9	4	10	19	9	9	20	8	12			117
Inverness	1	0	0	0	1	1	5	2	4	2			16
Ipswich	3	2	3	0	3	4	3	1	1	1			21
Kendal	0	0	0	0	2	0	2	1	0	0			5
Linwood	29	25	29	18	35	19	51	41	68	32			347
Maldstone	10	8	5	5	9	16	17	11	5	9			95
Newbridge	24	18	27	15	22	40	30	23	17	30			246
Norwich	3	2	3	2	1	1	4	2	2	1			21
Portsmouth	1	3	0	0	1	7	3	0	4	4			23
Preston	12	10	8	4	13	7	6	7	6	4			77
Rhyl	0	3	1	5	0	0	3	4	2	1			19
Ryde	0	0	0	0	3	0	0	0	0	0			3
SEL	3	11	10	10	24	36	17	8	10	10			139
Sheffield	12	10	7	12	10	4	3	0	5	7			70
Stockton	8	19	14	14	32	20	23	27	32	25			214
Swansea	2	3	5	6	3	3	3	2	4	3			34
Wakefield	34	37	37	44	33	25	20	37	23	23			313
Weybridge	1	0	3	2	4	2	4	0	1	2			19
York	1	0	2	4	6	6	2	8	10	10			49
<b>TOTAL</b>	<b>195</b>	<b>198</b>	<b>191</b>	<b>194</b>	<b>268</b>	<b>258</b>	<b>255</b>	<b>230</b>	<b>275</b>	<b>229</b>	<b>0</b>	<b>0</b>	<b>2,293</b>



## 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			736
Delivery quality	38	38	49	63	77	72	87	64	69	59			616
Order and Supply management	1	11	7	4	11	18	6	0	4	4			66
Returns management	80	68	66	60	86	72	77	98	99	84			790
Invoicing	4	15	5	4	9	8	8	9	8	6			76
Voucher processing	0	2	1	2	0	0	0	0	0	0			5
Customer Service	1	1	1	1	0	0	0	0	0	0			4
<b>TOTAL</b>	<b>195</b>	<b>198</b>	<b>191</b>	<b>194</b>	<b>268</b>	<b>258</b>	<b>255</b>	<b>230</b>	<b>275</b>	<b>229</b>	<b>0</b>	<b>0</b>	<b>2,293</b>



## Stage 1 Complaints

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