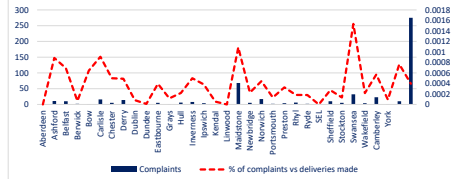


# PDRP Complaints Tracker

Month Reported: **Sep-24**

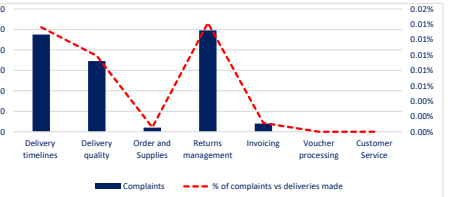
## Complaints by Location (This Month)

Branch Split	No of Customers	Complaints	% of complaints vs deliveries made
Aberdeen	401	11	0.09%
Ashford	466	10	0.07%
Belfast	983	2	0.01%
Berwick	50	1	0.06%
Bow	568	16	0.09%
Carlisle	323	5	0.05%
Chester	922	14	0.05%
Derry	395	1	0.01%
Dublin	3,079	1	0.00%
Dundee	412	5	0.04%
Eastbourne	275	1	0.01%
Grays	884	6	0.02%
Hull	518	8	0.05%
Inverness	339	4	0.04%
Ipswich	608	1	0.01%
Kendal	166	0	0.00%
Linwood	2,016	68	0.11%
Maldstone	712	5	0.02%
Newbridge	1,240	17	0.04%
Norwich	482	2	0.01%
Portsmouth	398	4	0.03%
Preston	1,060	6	0.02%
Rhyl	362	2	0.02%
Ryde	113	0	0.00%
SEL	1,188	10	0.03%
Sheffield	1,218	5	0.01%
Stockton	673	32	0.15%
Swansea	594	4	0.02%
Wakefield	1,302	23	0.06%
Camberley	351	1	0.01%
York	422	10	0.08%
<b>TOTAL</b>	<b>22,520</b>	<b>275</b>	<b>0.04%</b>



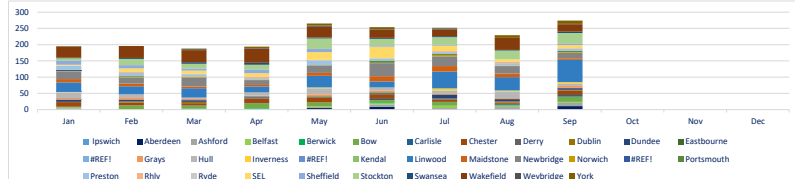
## Complaints by Category (This Month)

Category Split	Definition	Complaints	% of complaints vs deliveries made
Delivery timeliness	Late Delivery and RDT Changes	95	0.01%
Delivery quality	Shortages, incorrect delivery location, condition of supplies and driver issues	69	0.01%
Order and Supplies	Supply issues affecting availability of titles or excess supplies	4	0.00%
Returns management	Non-collection of Returns	99	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%
<b>TOTAL</b>		<b>275</b>	<b>0.04%</b>



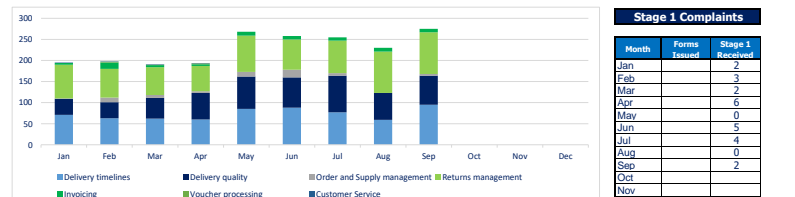
## Number of Complaints - Year to Date

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				33
Ashford	3	0	0	0	3	7	3	5	10				31
Belfast	2	1	1	2	3	5	7	3	2				26
Berwick	0	0	1	2		2	0	1	1				7
Bow	3	11	9	14	11	6	11	3	16				84
Carlisle	0	0	1	1	0	4	1	3	5				15
Chester	14	9	7	14	14	14	6	4	14				96
Derry	0	0	0	4	0	0	2	0	1				7
Dublin	1	3	4	0	2	0	2	3	1				16
Dundee	6	6	5	2	2	2	12	7	5				47
Eastbourne	0	0	0	1	1	4	1	1	1				9
Grays	5	7	4	2	6	5	3	3	6				41
Hull	17	9	4	10	19	9	9	20	8				105
Inverness	1	0	0	0	1	1	5	2	4				14
Ipswich	3	2	3	0	3	4	3	1	1				20
Kendal	0	0	0	0	2	0	2	1	0				5
Linwood	29	25	29	18	35	19	51	41	68				315
Maldstone	10	8	5	5	9	16	17	11	5				86
Newbridge	24	18	27	15	22	40	30	23	17				216
Norwich	3	2	3	2	1	1	4	2	2				20
Portsmouth	1	3	0	0	1	7	3	0	4				19
Preston	12	10	8	4	13	7	6	7	6				73
Rhyl	0	3	1	5	0	0	3	4	2				18
Ryde	0	0	0	0	3	0	0	0	0				3
SEL	3	11	10	10	24	36	17	8	10				129
Sheffield	12	10	7	12	10	4	3	0	5				63
Stockton	8	19	14	14	32	20	23	27	32				189
Swansea	2	3	5	6	3	3	3	2	4				31
Wakefield	34	37	37	44	33	25	20	37	23				290
Weybridge	1	0	3	2	4	2	4	0	1				17
York	1	0	2	4	6	6	2	8	10				39
<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>0</b>	<b>0</b>	<b>0</b>	<b>2,064</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				660
Delivery quality	38	38	49	63	77	72	87	64	69				557
Order and Supply management	1	11	7	4	11	18	6	0	4				62
Returns management	80	68	66	60	86	72	77	98	99				706
Invoicing	4	15	5	4	9	8	8	9	8				70
Voucher processing	0	2	1	2	0	0	0	0	0				5
Customer Service	1	1	1	1	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>0</b>	<b>0</b>	<b>0</b>	<b>2,064</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		
Nov		
Dec		