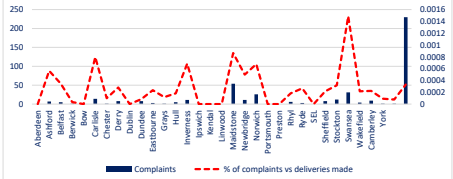


PDRP Complaints Tracker

Month Reported Feb-25

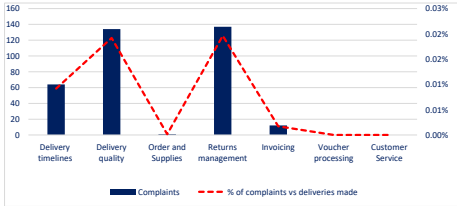
Complaints by Location (This Month)

Branch Split	No of Customers	Complaints	% of complaints vs deliveries made
Aberdeen	401	7	0.06%
Ashford	466	5	0.03%
Belfast	983	1	0.00%
Berwick	50	0	0.00%
Bow	568	14	0.08%
Carlisle	323	1	0.01%
Chester	922	8	0.03%
Derry	395	0	0.00%
Dublin	3,079	8	0.01%
Dundee	412	3	0.02%
Eastbourne	275	1	0.01%
Grays	884	5	0.02%
Hull	518	11	0.07%
Inverness	339	0	0.00%
Ipswich	608	0	0.00%
Kendal	166	0	0.00%
Linwood	2,016	54	0.09%
Maldstone	712	11	0.05%
Newbridge	1,240	26	0.07%
Norwich	482	0	0.00%
Portsmouth	398	0	0.00%
Preston	1,060	6	0.02%
Rhyl	362	3	0.03%
Ryde	113	0	0.00%
SEL	1,188	8	0.02%
Sheffield	1,218	12	0.03%
Stockton	673	31	0.15%
Swansea	594	4	0.02%
Wakefield	1,302	9	0.02%
Camberley	351	1	0.01%
York	422	1	0.01%
TOTAL	22,520	230	0.03%



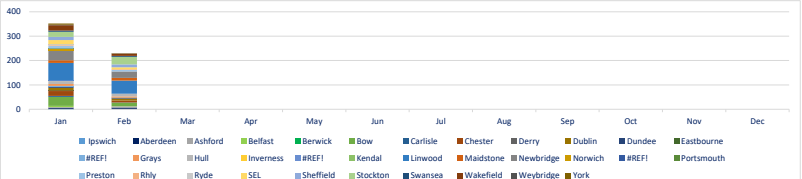
Complaints by Category (This Month)

Category Split	Definition	Complaints	% of complaints vs deliveries made
Delivery timelines	Late Delivery and RDT Changes	64	0.01%
Delivery quality	Shortages, incorrect delivery location, condition of supplies and driver issues	134	0.02%
Order and Supplies	Supply issues affecting availability of titles or excess supplies	1	0.00%
Returns management	Non-collection of Returns	137	0.02%
Invoicing	Discrepancies on Credit/Delivery Notes and non-receipt of paperwork	12	0.00%
Voucher processing	Voucher scanning discrepancies	0	0.00%
Customer Service	Communication issues and Complaint Handling	0	0.00%
TOTAL		348	0.05%



Number of Complaints - Year to Date

Branch Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Aberdeen	5	7											12
Ashford	3	5											8
Belfast	5	1											6
Berwick	0	0											0
Bow	37	14											51
Carlisle	4	1											5
Chester	20	8											28
Derry	2	0											2
Dublin	11	8											19
Dundee	5	3											8
Eastbourne	2	1											3
Grays	8	5											13
Hull	12	11											23
Inverness	2	0											2
Ipswich	0	0											0
Kendal	0	0											0
Linwood	71	54											125
Maldstone	11	11											22
Newbridge	41	26											67
Norwich	5	0											5
Portsmouth	1	0											1
Preston	12	6											18
Rhyl	5	3											8
Ryde	1	0											1
SEL	17	8											25
Sheffield	13	12											25
Stockton	21	31											52
Swansea	5	4											9
Wakefield	22	9											31
Weybridge	2	1											3
York	5	1											6
TOTAL	348	230	0	0	0	0	0	0	0	0	0	0	578



Number of Complaints - Year to Date

Category Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Delivery timelines	64	72											136
Delivery quality	134	66											200
Order and Supply management	1	4											5
Returns management	137	83											220
Invoicing	12	5											17
Voucher processing	0	0											0
Customer Service	0	0											0
TOTAL	348	230	0	0	0	0	0	0	0	0	0	0	578



Stage 1 Complaints

Month	Stage 1 Received
Jan	0
Feb	1
Mar	
Apr	
May	
Jun	
Jul	
Aug	
Sep	
Oct	
Nov	
Dec	