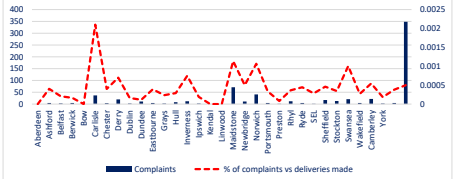


PDRP Complaints Tracker

Month Reported Jan-25

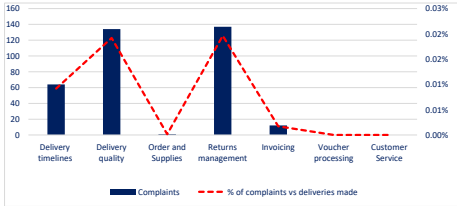
Complaints by Location (This Month)

Branch Split	No of Customers	Complaints	% of complaints vs deliveries made
Aberdeen	401	5	0.04%
Ashford	466	3	0.02%
Belfast	983	5	0.02%
Berwick	50	0	0.00%
Bow	568	37	0.21%
Carlisle	323	4	0.04%
Chester	922	20	0.07%
Derry	395	2	0.02%
Dublin	3,079	11	0.01%
Dundee	412	5	0.04%
Eastbourne	275	2	0.02%
Grays	884	8	0.03%
Hull	518	12	0.07%
Inverness	339	2	0.02%
Ipswich	608	0	0.00%
Kendal	166	0	0.00%
Linwood	2,016	71	0.11%
Maldstone	712	11	0.05%
Newbridge	1,240	41	0.11%
Norwich	482	5	0.03%
Portsmouth	398	1	0.01%
Preston	1,060	12	0.04%
Rhyl	362	5	0.04%
Ryde	113	1	0.03%
SEL	1,188	17	0.05%
Sheffield	1,218	13	0.03%
Stockton	673	21	0.10%
Swansea	594	5	0.03%
Wakefield	1,302	22	0.05%
Camberley	351	2	0.02%
York	422	5	0.04%
TOTAL	22,520	348	0.05%



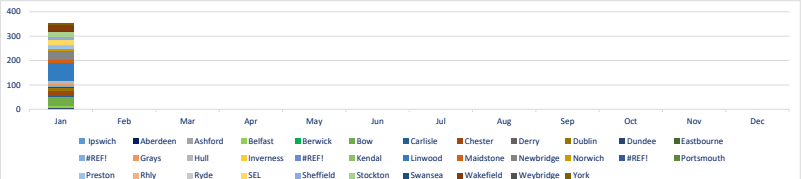
Complaints by Category (This Month)

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												5
Ashford	3												3
Belfast	5												5
Berwick	0												0
Bow	37												37
Carlisle	4												4
Chester	20												20
Derry	2												2
Dublin	11												11
Dundee	5												5
Eastbourne	2												2
Grays	8												8
Hull	12												12
Inverness	2												2
Ipswich	0												0
Kendal	0												0
Linwood	71												71
Maldstone	11												11
Newbridge	41												41
Norwich	5												5
Portsmouth	1												1
Preston	12												12
Rhyl	5												5
Ryde	1												1
SEL	17												17
Sheffield	13												13
Stockton	21												21
Swansea	5												5
Wakefield	22												22
Weybridge	2												2
York	5												5
TOTAL	348	0	0	0	0	0	0	0	0	0	0	0	348



Number of Complaints - Year to Date

Category Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Delivery timelines	64												64
Delivery quality	134												134
Order and Supply management	1												1
Returns management	137												137
Invoicing	12												12
Voucher processing	0												0
Customer Service	0												0
TOTAL	348	0	0	0	0	0	0	0	0	0	0	0	348



Stage 1 Complaints

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