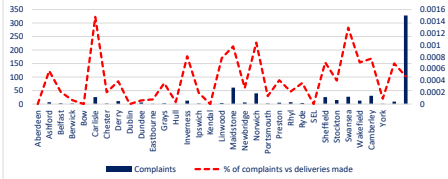


PDRP Complaints Tracker

Month Reported Mar-25

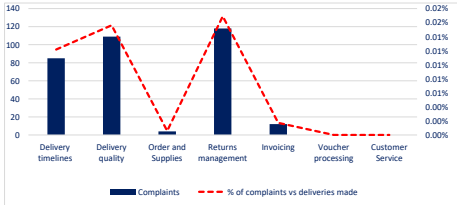
Complaints by Location (This Month)

Branch Split	No of Customers	Complaints	% of complaints vs deliveries made
Aberdeen	401	7	0.06%
Ashford	466	3	0.02%
Belfast	983	2	0.01%
Berwick	50	0	0.00%
Bow	568	26	0.15%
Carlisle	323	2	0.02%
Chester	922	11	0.04%
Derry	395	0	0.00%
Dublin	3,079	6	0.01%
Dundee	412	1	0.01%
Eastbourne	275	3	0.04%
Grays	884	1	0.00%
Hull	518	13	0.08%
Inverness	339	2	0.02%
Ipswich	608	0	0.00%
Kendal	166	4	0.08%
Linwood	2,016	61	0.10%
Maldstone	712	6	0.03%
Newbridge	1,240	40	0.10%
Norwich	482	2	0.01%
Portsmouth	398	5	0.04%
Preston	1,060	7	0.02%
Rhyl	362	4	0.04%
Ryde	113	0	0.00%
SEL	1,188	26	0.07%
Sheffield	1,218	15	0.04%
Stockton	673	27	0.13%
Swansea	594	13	0.07%
Wakefield	1,302	31	0.08%
Camberley	351	1	0.01%
York	422	9	0.07%
TOTAL	22,520	328	0.05%



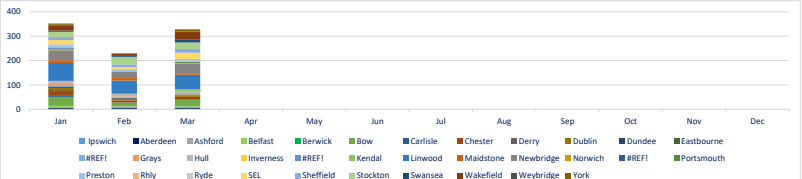
Complaints by Category (This Month)

Category Split	Definition	Complaints	% of complaints vs deliveries made
Delivery timelines	Late Delivery and RDT Charges	85	0.01%
Delivery quality	Shortages, incorrect delivery location, condition of supplies and driver issues	109	0.02%
Order and Supplies	Supply issues affecting availability of titles or excess supplies	4	0.00%
Returns management	Non-collection of Returns	118	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		328	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	7										19
Ashford	3	5	3										11
Belfast	5	1	2										8
Berwick	0	0	0										0
Bow	37	14	26										77
Carlisle	4	1	2										7
Chester	20	8	11										39
Derry	2	0	0										2
Dublin	11	8	6										25
Dundee	5	3	1										9
Eastbourne	2	1	3										6
Grays	8	5	1										14
Hull	12	11	13										36
Inverness	2	0	2										4
Ipswich	0	0	0										0
Kendal	0	0	4										4
Linwood	71	54	61										186
Maldstone	11	11	6										28
Newbridge	41	26	40										107
Norwich	5	0	2										7
Portsmouth	1	0	5										6
Preston	12	6	7										25
Rhyl	5	3	4										12
Ryde	1	0	0										1
SEL	17	8	26										51
Sheffield	13	12	15										40
Stockton	21	31	27										79
Swansea	5	4	13										22
Wakefield	22	9	31										62
Weybridge	2	1	1										4
York	5	1	9										15
TOTAL	348	230	328	0	0	0	0	0	0	0	0	0	906



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	85										221
Delivery quality	134	66	109										309
Order and Supply management	1	4	4										9
Returns management	137	83	118										338
Invoicing	12	5	12										29
Voucher processing	0	0	0										0
Customer Service	0	0	0										0
TOTAL	348	230	328	0	0	0	0	0	0	0	0	0	906



Stage 1 Complaints

Month	Stage 1 Received
Jan	0
Feb	1
Mar	4
Apr	
May	
Jun	
Jul	
Aug	
Sep	
Oct	
Nov	
Dec	