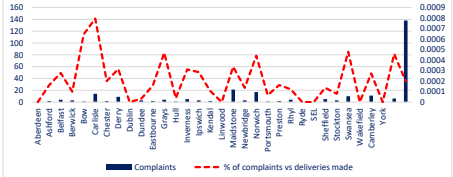


PDRP Complaints Tracker

Month Reported Jun-25

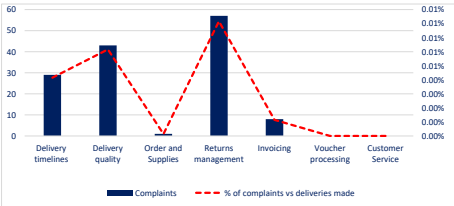
Complaints by Location (This Month)

Branch Split	No of Customers	Complaints	% of complaints vs deliveries made
Aberdeen	401	2	0.02%
Ashford	466	4	0.03%
Belfast	983	3	0.01%
Berwick	50	1	0.06%
Bow	568	14	0.08%
Carlisle	323	2	0.02%
Chester	922	9	0.03%
Derry	395	0	0.00%
Dublin	3,079	3	0.00%
Dundee	412	2	0.02%
Eastbourne	275	4	0.05%
Grays	884	1	0.00%
Hull	518	5	0.03%
Inverness	339	3	0.03%
Ipswich	608	2	0.01%
Kendal	166	0	0.00%
Linwood	2,016	21	0.03%
Maldstone	712	3	0.01%
Newbridge	1,240	17	0.04%
Norwich	482	1	0.01%
Portsmouth	398	2	0.02%
Preston	1,060	4	0.01%
Rhyl	362	0	0.00%
Ryde	113	0	0.00%
SEL	1,188	5	0.01%
Sheffield	1,218	3	0.01%
Stockton	673	10	0.05%
Swansea	594	0	0.00%
Wakefield	1,302	11	0.03%
Camberley	351	0	0.00%
York	422	6	0.05%
TOTAL	22,520	138	0.02%



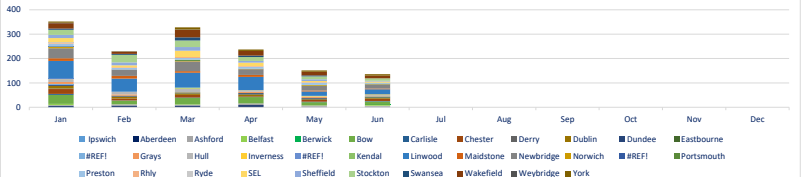
Complaints by Category (This Month)

Category Split	Definition	Complaints	% of complaints vs deliveries made
Delivery timelines	Late Delivery and RDT Charges	29	0.00%
Delivery quality	Shortages, incorrect delivery location, condition of supplies and driver issues	43	0.01%
Order and Supplies	Supply issues affecting availability of titles or excess supplies	1	0.00%
Returns management	Non-collection of Returns	57	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%
TOTAL		138	0.02%



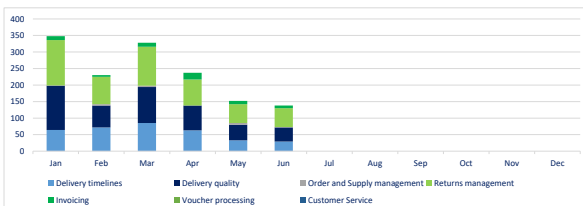
Number of Complaints - Year to Date

Branch Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Aberdeen	5	7	7	9	2	2							32
Ashford	3	5	3	7	5	4							27
Belfast	5	1	2	0	1	3							12
Berwick	0	0	0	0	0	1							1
Bow	37	14	26	26	13	14							130
Carlisle	4	1	2	0	2	2							11
Chester	20	8	11	3	7	9							58
Derry	2	0	0	1	0	0							3
Dublin	11	8	6	7	3	3							38
Dundee	5	3	1	5	4	2							20
Eastbourne	2	1	3	1	1	4							12
Grays	8	5	1	5	4	1							24
Hull	12	11	13	5	2	5							48
Inverness	2	0	2	1	2	3							10
Ipswich	0	0	0	0	1	2							3
Kendal	0	0	4	0	1	0							5
Linwood	71	54	61	55	18	21							280
Maldstone	11	11	6	8	4	3							43
Newbridge	41	26	40	23	19	17							166
Norwich	5	0	2	1	3	1							12
Portsmouth	1	0	5	1	1	2							10
Preston	12	6	7	8	9	4							46
Rhyl	5	3	4	3	2	0							17
Ryde	1	0	0	0	0	0							1
SEL	17	8	26	14	5	5							75
Sheffield	13	12	15	7	7	3							57
Stockton	21	31	27	16	12	10							117
Swansea	5	4	13	6	4	0							32
Wakefield	22	9	31	19	15	11							107
Weybridge	2	1	1	0	0	0							4
York	5	1	9	6	5	6							32
TOTAL	348	230	328	237	152	138	0	0	0	0	0	0	1,433



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	63	33	29							346
Delivery quality	134	66	109	75	47	43							474
Order and Supply management	1	4	4	0	5	1							15
Returns management	137	83	118	79	57	57							531
Invoicing	12	5	12	20	10	8							67
Voucher processing	0	0	0	0	0	0							0
Customer Service	0	0	0	0	0	0							0
TOTAL	348	230	328	237	152	138	0	0	0	0	0	0	1,433



Stage 1 Complaints

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