

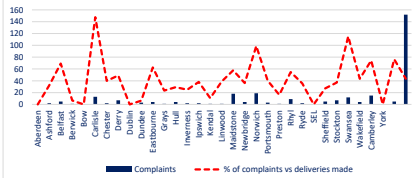
PDRP Complaints Tracker

Press Distribution Review Panel - Pre-Stage 1 Complaints Tracker

Month Reported **May-25**

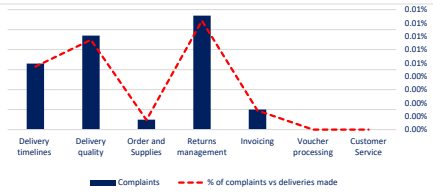
Complaints by Location (This Month)

Branch Split	No of Customers	Complaints	% of complaints vs deliveries made
Aberdeen	401	2	0.02%
Ashford	465	5	0.03%
Belfast	983	1	0.00%
Berwick	50	0	0.00%
Bow	568	13	0.07%
Carlisle	323	2	0.02%
Chester	922	7	0.02%
Derry	395	0	0.00%
Dublin	3,079	3	0.00%
Dundee	412	4	0.03%
Eastbourne	275	1	0.01%
Grays	894	4	0.01%
Hull	518	2	0.01%
Inverness	339	2	0.02%
Ipswich	608	1	0.01%
Kendal	166	1	0.02%
Linwood	2,016	18	0.03%
Maidstone	712	4	0.02%
Newbridge	1,240	19	0.05%
Norwich	482	3	0.02%
Portsmouth	398	1	0.01%
Preston	1,060	9	0.03%
Rhyl	362	2	0.02%
Ryde	113	0	0.00%
SEL	1,188	5	0.01%
Sheffield	1,218	7	0.02%
Stockton	673	12	0.06%
Swansea	594	4	0.02%
Wakefield	1,302	15	0.04%
Camberley	351	0	0.00%
York	422	5	0.04%
TOTAL	22,520	152	0.02%



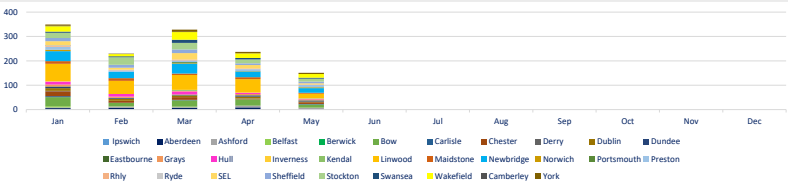
Complaints by Category (This Month)

Category Split	Definition	Complaints	% of complaints vs deliveries made
Delivery timelines	Late Delivery and RDT Changes	33	0.00%
Delivery quality	Shortages, incorrect delivery location, condition of supplies and driver issues	47	0.01%
Order and Supplies	Supply issues affecting availability of titles or excess supplies	5	0.00%
Returns management	Non-collection of Returns	57	0.01%
Invoicing	Discrepancies on Credit/Delivery Notes and non-receipt of paperwork	10	0.00%
Voucher processing	Voucher scanning discrepancies	0	0.00%
Customer Service	Communication issues and Complaint Handling	0	0.00%
TOTAL		152	0.02%



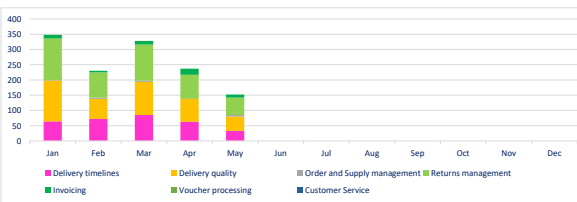
Number of Complaints - Year to Date

Branch Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Aberdeen	5	7	7	9	2								30
Ashford	3	5	3	7	5								23
Belfast	5	1	2	0	1								9
Berwick	0	0	0	0	0								0
Bow	37	14	26	26	13								116
Carlisle	4	1	2	0	2								9
Chester	20	8	11	3	7								49
Derry	2	0	0	1	0								3
Dublin	11	8	6	7	3								35
Dundee	5	3	1	5	4								18
Eastbourne	2	1	3	1	1								8
Grays	8	5	1	5	4								23
Hull	12	11	13	5	2								43
Inverness	2	0	2	1	2								7
Ipswich	0	0	0	0	1								1
Kendal	0	0	4	0	1								5
Linwood	71	54	61	55	18								259
Maidstone	11	11	6	8	4								40
Newbridge	41	26	40	23	19								149
Norwich	5	0	2	1	3								11
Portsmouth	1	0	5	1	1								8
Preston	12	6	7	8	9								42
Rhyl	5	3	4	3	2								17
Ryde	1	0	0	0	0								1
SEL	17	8	26	14	5								70
Sheffield	13	12	15	7	7								54
Stockton	21	31	27	16	12								107
Swansea	5	4	13	6	4								32
Wakefield	22	9	31	19	15								96
Camberley	2	1	1	0	0								4
York	5	1	9	6	5								26
TOTAL	348	230	328	237	152	0	0	0	0	0	0	0	1,295



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								317
Delivery quality	134	66	109	75	47								431
Order and Supply management	1	4	4	0	5								14
Returns management	137	83	118	79	57								474
Invoicing	12	5	12	20	10								59
Voucher processing	0	0	0	0	0								0
Customer Service	0	0	0	0	0								0
TOTAL	348	230	328	237	152	0	0	0	0	0	0	0	1,295



Stage 1 Complaints

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