

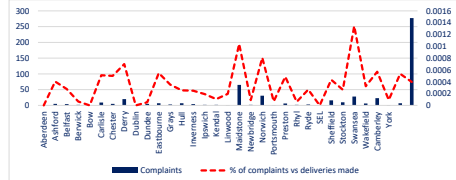
**PDRP Complaints Tracker**

**Press Distribution Review Panel - Pre-Stage 1 Complaints Tracker**

Month Reported **Nov-25**

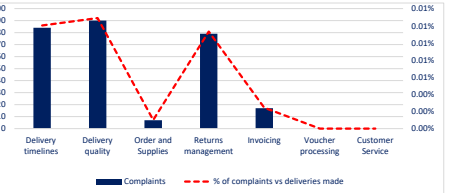
**Complaints by Location (This Month)**

Branch Split	No of Customers	Complaints	% of complaints vs deliveries made
Aberdeen	401	5	0.04%
Ashford	466	4	0.03%
Belfast	983	2	0.01%
Berwick	50	0	0.00%
Bow	568	9	0.05%
Carlisle	323	5	0.05%
Chester	922	20	0.07%
Derry	395	0	0.00%
Dublin	3,079	5	0.01%
Dundee	412	7	0.05%
Eastbourne	275	3	0.04%
Grays	884	7	0.03%
Hull	518	4	0.02%
Inverness	339	2	0.02%
Ipswich	608	2	0.01%
Kendal	166	1	0.02%
Linwood	2,016	65	0.10%
Maidstone	712	2	0.01%
Newbridge	1,240	31	0.08%
Norwich	482	1	0.01%
Portsmouth	398	6	0.05%
Preston	1,060	2	0.01%
Rhyl	362	3	0.03%
Ryde	113	0	0.00%
SEL	1,188	16	0.04%
Sheffield	1,218	10	0.03%
Stockton	673	28	0.13%
Swansea	594	6	0.03%
Wakefield	1,302	23	0.06%
Camberley	351	1	0.01%
York	422	7	0.05%
<b>TOTAL</b>	<b>22,520</b>	<b>277</b>	<b>0.04%</b>



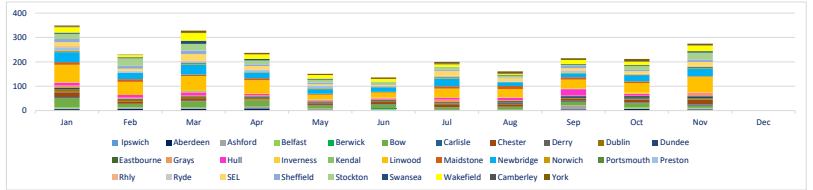
**Complaints by Category (This Month)**

Category Split	Definition	Complaints	% of complaints vs deliveries made
Delivery timeliness	Late Delivery and RDT Changes	84	0.01%
Delivery quality	Shortages, incorrect delivery location, condition of supplies and driver issues	90	0.01%
Order and Supplies	Supply issues affecting availability of titles or excess supplies	7	0.00%
Returns management	Non-collection of Returns	79	0.01%
Invoicing	Discrepancies on Credit/Delivery Notes and non-receipt of paperwork	17	0.00%
Voucher processing	Voucher scanning discrepancies	0	0.00%
Customer Service	Communication issues and Complaint Handlino	0	0.00%
<b>TOTAL</b>		<b>277</b>	<b>0.04%</b>



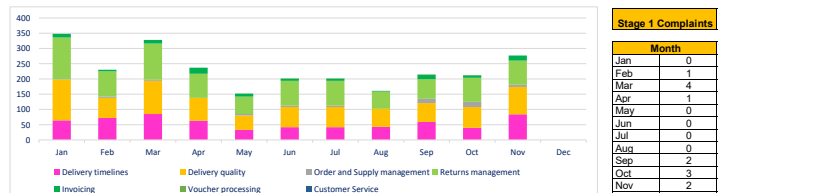
**Number of Complaints - Year to Date**

Branch Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Aberdeen	5	7	7	9	2	2	4	3	5	7	5		56
Ashford	3	5	3	7	5	4	0	1	15	2	4		49
Belfast	5	1	2	0	1	3	1	0	1	5	2		21
Berwick	0	0	0	0	0	1	0	0	0	0	0		1
Bow	37	14	26	26	13	14	9	11	15	16	9		190
Carlisle	4	1	2	0	2	2	0	4	3	5			24
Chester	20	8	11	3	7	9	12	10	9	11	20		120
Derry	2	0	0	1	0	0	2	0	0	2	0		7
Dublin	11	8	6	7	3	3	3	2	3	3	5		54
Dundee	5	3	1	5	4	2	3	5	7	6	7		48
Eastbourne	2	1	3	1	1	4	1	6	2	5	3		29
Grays	8	5	1	5	4	1	10	4	1	1	7		47
Hull	12	11	13	5	2	5	8	10	26	7	4		103
Inverness	2	0	2	1	2	3	0	2	2	6	2		22
Ipswich	0	0	0	0	1	2	2	0	0	3	2		8
Kendal	0	0	4	0	1	0	0	0	1	0	1		7
Linwood	71	54	61	55	18	21	37	33	36	39	65		490
Maidstone	11	11	6	8	4	3	10	13	10	7	2		85
Newbridge	41	26	40	23	19	17	31	15	16	22	31		281
Norwich	5	0	2	1	3	1	2	0	3	1	1		19
Portsmouth	1	0	5	1	1	2	4	1	0	4	6		25
Preston	12	6	7	8	9	4	4	2	6	4	2		64
Rhyl	5	3	4	3	2	0	2	1	3	1	3		27
Ryde	1	0	0	0	0	0	0	0	0	0	0		1
SEL	17	8	26	14	5	5	20	13	9	10	16		143
Sheffield	13	12	15	7	7	3	6	3	9	5	10		90
Stockton	21	31	27	16	12	10	10	6	5	17	28		183
Swansea	5	4	13	6	4	0	3	3	3	3	6		47
Wakefield	22	9	31	19	15	11	11	5	17	14	23		177
Camberley	2	1	1	0	0	4	2	0	2	0	1		13
York	5	1	9	6	5	6	6	9	7	9	7		70
<b>TOTAL</b>	<b>348</b>	<b>230</b>	<b>328</b>	<b>237</b>	<b>152</b>	<b>138</b>	<b>202</b>	<b>161</b>	<b>215</b>	<b>213</b>	<b>277</b>	<b>0</b>	<b>2,501</b>



**Number of Complaints - Year to Date**

Category Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Delivery timeliness	64	72	85	63	33	42	42	43	59	40	84		627
Delivery quality	134	66	109	75	47	66	66	59	62	68	90		842
Order and Supply management	1	4	4	0	5	5	5	0	14	17	7		62
Returns management	137	83	118	79	57	81	81	56	64	79	79		914
Invoicing	12	5	12	20	10	7	7	2	15	8	17		115
Voucher processing	0	0	0	0	0	1	1	1	1	1	0		5
Customer Service	0	0	0	0	0	0	0	0	0	0	0		0
<b>TOTAL</b>	<b>348</b>	<b>230</b>	<b>328</b>	<b>237</b>	<b>152</b>	<b>202</b>	<b>202</b>	<b>161</b>	<b>215</b>	<b>213</b>	<b>277</b>	<b>0</b>	<b>2,565</b>



**Stage 1 Complaints**

Month	Complaints
Jan	0
Feb	1
Mar	4
Apr	1
May	0
Jun	0
Jul	0
Aug	0
Sep	2
Oct	3
Nov	2
Dec	