

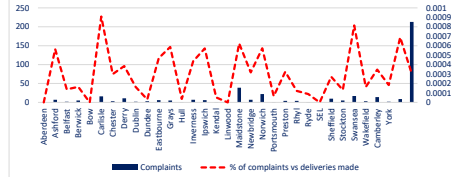
PDRP Complaints Tracker

Press Distribution Review Panel - Pre-Stage 1 Complaints Tracker

Month Reported **Oct-25**

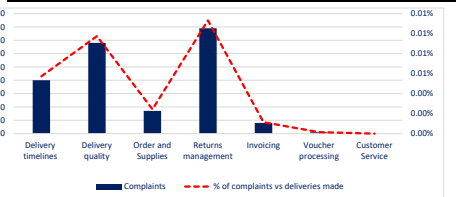
Complaints by Location (This Month)

Branch Split	No of Customers	Complaints	% of complaints vs deliveries made
Aberdeen	401	7	0.06%
Ashford	466	2	0.01%
Belfast	983	5	0.02%
Berwick	50	0	0.00%
Bow	568	16	0.09%
Carlisle	323	3	0.03%
Chester	922	11	0.04%
Derry	395	2	0.02%
Dublin	3,079	3	0.00%
Dundee	412	6	0.05%
Eastbourne	275	5	0.06%
Grays	894	1	0.00%
Hull	518	7	0.04%
Inverness	339	6	0.06%
Ipswich	608	1	0.01%
Kendal	165	0	0.00%
Linwood	2,016	39	0.06%
Maidstone	712	7	0.03%
Newbridge	1,240	22	0.06%
Norwich	482	1	0.01%
Portsmouth	398	4	0.03%
Preston	1,060	4	0.01%
Rhyl	362	1	0.01%
Ryde	113	0	0.00%
SEL	1,188	10	0.03%
Sheffield	1,218	5	0.01%
Stockton	673	17	0.08%
Swansea	594	3	0.02%
Wakefield	1,302	14	0.03%
Camberley	351	2	0.02%
York	422	9	0.07%
TOTAL	22,520	213	0.03%



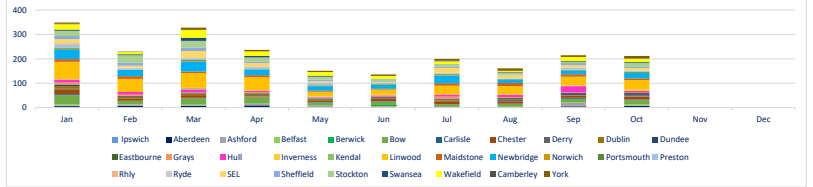
Complaints by Category (This Month)

Category Split	Definition	Complaints	% of complaints vs deliveries made
Delivery timeliness	Late Delivery and RDT Changes	40	0.01%
Delivery quality	Shortages, incorrect delivery location, condition of supplies and driver issues	68	0.01%
Order and Supplies	Supply issues affecting availability of titles or excess supplies	17	0.00%
Returns management	Non-collection of Returns	79	0.01%
Invoicing	Discrepancies on Credit/Delivery Notes and non-receipt of paperwork	8	0.00%
Voucher processing	Voucher scanning discrepancies	1	0.00%
Customer Service	Communication issues and Complaint Handlino	0	0.00%
TOTAL		213	0.03%



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			51
Ashford	3	5	3	7	5	4	0	1	15	2			45
Belfast	5	1	2	0	1	3	1	0	1	5			19
Berwick	0	0	0	0	0	1	0	0	0	0			1
Bow	37	14	26	26	13	14	9	11	15	16			181
Carlisle	4	1	2	0	2	2	0	1	4	3			19
Chester	20	8	11	3	7	9	12	10	9	11			100
Derry	2	0	0	1	0	0	2	0	0	2			7
Dublin	11	8	6	7	3	3	3	2	3	3			49
Dundee	5	3	1	5	4	2	3	5	7	6			41
Eastbourne	2	1	3	1	1	4	1	6	2	5			26
Grays	8	5	1	5	4	1	10	4	1	1			40
Hull	12	11	13	5	2	5	8	10	26	7			99
Inverness	2	0	2	1	2	3	0	2	2	6			20
Ipswich	0	0	0	0	1	2	2	0	0	3			6
Kendal	0	0	4	0	1	0	0	0	1	0			6
Linwood	71	54	61	55	18	21	37	33	36	39			425
Maidstone	11	11	6	8	4	3	10	13	10	7			83
Newbridge	41	26	40	23	19	17	31	15	16	22			250
Norwich	5	0	2	1	3	1	2	0	3	1			18
Portsmouth	1	0	5	1	1	2	4	1	0	4			19
Preston	12	6	7	8	9	4	4	2	6	4			62
Rhyl	5	3	4	3	2	0	2	1	3	1			24
Ryde	1	0	0	0	0	0	0	0	0	0			1
SEL	17	8	26	14	5	5	20	13	9	10			127
Sheffield	13	12	15	7	7	3	6	3	9	5			80
Stockton	21	31	27	16	12	10	10	6	5	17			155
Swansea	5	4	13	6	4	0	3	3	3	3			41
Wakefield	22	9	31	19	15	11	11	5	17	14			154
Camberley	2	1	1	0	0	4	2	0	2	0			12
York	5	1	9	6	5	6	6	9	7	9			63
TOTAL	348	230	328	237	152	138	202	161	215	213	0	0	2,224



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			543
Delivery quality	134	66	109	75	47	66	66	59	62	68			752
Order and Supply management	1	4	4	0	5	5	5	0	14	17			55
Returns management	137	83	118	79	57	81	81	56	64	79			835
Invoicing	12	5	12	20	10	7	7	2	15	8			98
Voucher processing	0	0	0	0	0	1	1	1	1	1			5
Customer Service	0	0	0	0	0	0	0	0	0	0			0
TOTAL	348	230	328	237	152	202	202	161	215	213	0	0	2,288



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	0
Dec	0