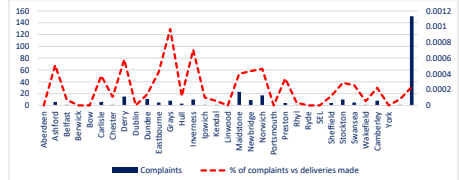


**PDRP Complaints Tracker** **Press Distribution Review Panel - Pre-Stage 1 Complaints Tracker**

Month Reported: **Feb-26**

**Complaints by Location (This Month)**

Branch Split	No of Customers	Complaints	% of complaints vs deliveries made
Aberdeen	379	6	0.05%
Ashford	443	1	0.01%
Belfast	933	0	0.00%
Berwick	43	0	0.00%
Bow	514	6	0.04%
Carlisle	300	1	0.01%
Chester	832	15	0.06%
Derry	380	0	0.00%
Dublin	2,500	11	0.01%
Dundee	379	5	0.04%
Eastbourne	266	8	0.10%
Grays	827	3	0.01%
Hull	456	10	0.07%
Inverness	320	1	0.01%
Ipswich	572	1	0.01%
Kendal	148	0	0.00%
Linwood	1,849	23	0.04%
Maidstone	666	9	0.04%
Newbridge	1,179	17	0.05%
Norwich	453	0	0.00%
Portsmouth	378	4	0.03%
Preston	967	1	0.00%
Rhyl	344	0	0.00%
Ryde	107	0	0.00%
SEL	1,094	4	0.01%
Sheffield	1,126	10	0.03%
Stockton	628	5	0.03%
Swansea	594	1	0.01%
Wakefield	1,156	8	0.02%
Camberley	347	0	0.00%
York	400	1	0.01%
<b>TOTAL</b>	<b>20,580</b>	<b>151</b>	<b>0.02%</b>



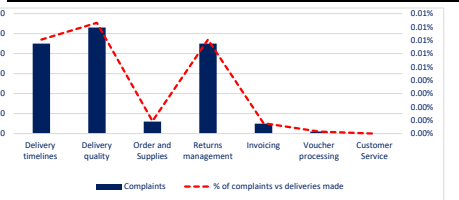
**Number of Complaints - Year to Date**

Branch Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Aberdeen	6	6											12
Ashford	9	1											10
Belfast	1	0											1
Berwick	0	0											0
Bow	10	6											16
Carlisle	0	1											1
Chester	9	15											24
Derry	0	0											0
Dublin	7	11											18
Dundee	8	5											13
Eastbourne	1	8											9
Grays	6	3											9
Hull	9	10											19
Inverness	0	1											1
Ipswich	2	1											3
Kendal	4	0											4
Linwood	46	23											69
Maidstone	11	9											20
Newbridge	15	17											32
Norwich	1	0											1
Portsmouth	0	4											4
Preston	3	1											4
Rhyl	0	0											0
Ryde	2	0											2
SEL	15	4											19
Sheffield	3	10											13
Stockton	14	5											19
Swansea	5	1											6
Wakefield	22	8											30
Camberley	4	0											4
York	12	1											13
<b>TOTAL</b>	<b>225</b>	<b>151</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>376</b>



**Complaints by Category (This Month)**

Category Split	Definition	Complaints	% of complaints vs deliveries made
Delivery timeliness	Late Delivery and RDT Changes	45	0.01%
Delivery quality	Shortages, incorrect delivery location, condition of supplies and driver issues	53	0.01%
Order and Supplies	Supply issues affecting availability of titles or excess supplies	6	0.00%
Returns management	Non-collection of Returns	45	0.01%
Invoicing	Discrepancies on Credit/Delivery Notes and non-receipt of paperwork	5	0.00%
Voucher processing	Voucher scanning discrepancies	1	0.00%
Customer Service	Communication issues and Complaint Handlino	0	0.00%
<b>TOTAL</b>		<b>155</b>	<b>0.03%</b>



**Number of Complaints - Year to Date**

Category Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Delivery timeliness	57	45											102
Delivery quality	79	53											132
Order and Supply management	8	6											14
Returns management	72	45											117
Invoicing	8	5											13
Voucher processing	1	1											2
Customer Service	0	0											0
<b>TOTAL</b>	<b>225</b>	<b>155</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>380</b>



**Stage 1 Complaints**

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