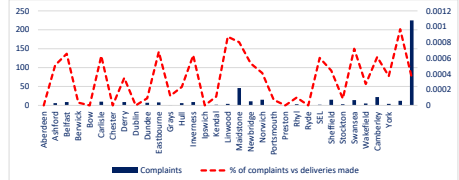


PDRP Complaints Tracker **Press Distribution Review Panel - Pre-Stage 1 Complaints Tracker**

Month Reported: **Jan-26**

Complaints by Location (This Month)

Branch Split	No of Customers	Complaints	% of complaints vs deliveries made
Aberdeen	379	6	0.05%
Ashford	443	9	0.07%
Belfast	933	1	0.00%
Berwick	43	0	0.00%
Bow	514	10	0.06%
Carlisle	300	0	0.00%
Chester	832	9	0.03%
Derry	380	0	0.00%
Dublin	2,500	7	0.01%
Dundee	379	8	0.07%
Eastbourne	266	1	0.01%
Grays	827	6	0.02%
Hull	456	9	0.06%
Inverness	320	0	0.00%
Ipswich	572	2	0.01%
Kendal	148	4	0.03%
Linwood	1,849	46	0.08%
Maldstone	666	11	0.05%
Newbridge	1,179	15	0.04%
Norwich	453	1	0.01%
Portsmouth	378	0	0.00%
Preston	967	3	0.01%
Rhyl	344	0	0.00%
Ryde	107	2	0.06%
SEL	1,094	15	0.04%
Sheffield	1,125	3	0.01%
Stockton	628	14	0.07%
Swansea	594	5	0.03%
Wakefield	1,156	22	0.06%
Camberley	347	4	0.04%
York	400	12	0.10%
TOTAL	20,580	225	0.04%



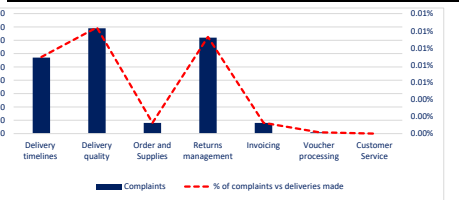
Number of Complaints - Year to Date

Branch Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Aberdeen	6												6
Ashford	9												9
Belfast	1												1
Berwick	0												0
Bow	10												10
Carlisle	0												0
Chester	9												9
Derry	0												0
Dublin	7												7
Dundee	8												8
Eastbourne	1												1
Grays	6												6
Hull	9												9
Inverness	0												0
Ipswich	2												2
Kendal	4												4
Linwood	46												46
Maldstone	11												11
Newbridge	15												15
Norwich	1												1
Portsmouth	0												0
Preston	3												3
Rhyl	0												0
Ryde	2												2
SEL	15												15
Sheffield	3												3
Stockton	14												14
Swansea	5												5
Wakefield	22												22
Camberley	4												4
York	12												12
TOTAL	225	0	0	0	0	0	0	0	0	0	0	0	225



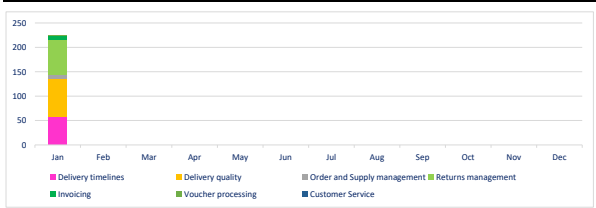
Complaints by Category (This Month)

Category Split	Definition	Complaints	% of complaints vs deliveries made
Delivery timeliness	Late Delivery and RDT Changes	57	0.01%
Delivery quality	Shortages, incorrect delivery location, condition of supplies and driver issues	79	0.01%
Order and Supplies	Supply issues affecting availability of titles or excess supplies	8	0.00%
Returns management	Non-collection of Returns	72	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		225	0.04%



Number of Complaints - Year to Date

Category Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Delivery timeliness	57												57
Delivery quality	79												79
Order and Supply management	8												8
Returns management	72												72
Invoicing	8												8
Voucher processing	1												1
Customer Service	0												0
TOTAL	225	0	0	0	0	0	0	0	0	0	0	0	225



Stage 1 Complaints

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