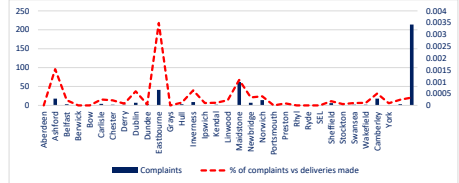


PDRP Complaints Tracker **Press Distribution Review Panel - Pre-Stage 1 Complaints Tracker**

Month Reported: **Apr-26**

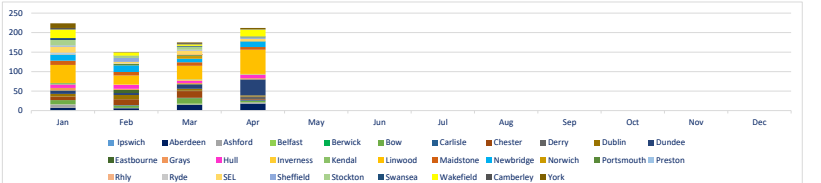
Complaints by Location (This Month)

Branch Split	No of Customers	Complaints	% of complaints vs deliveries made
Aberdeen	379	18	0.15%
Ashford	443	3	0.02%
Belfast	933	0	0.00%
Berwick	43	0	0.00%
Bow	514	4	0.03%
Carlisle	300	2	0.02%
Chester	832	2	0.01%
Derry	380	7	0.06%
Dublin	2,500	3	0.00%
Dundee	379	41	0.35%
Eastbourne	266	0	0.00%
Grays	827	3	0.01%
Hull	456	9	0.06%
Inverness	320	1	0.01%
Ipswich	572	2	0.01%
Kendal	148	1	0.02%
Linwood	1,849	62	0.11%
Maidstone	666	7	0.03%
Newbridge	1,179	14	0.04%
Norwich	453	0	0.00%
Portsmouth	378	1	0.01%
Preston	967	0	0.00%
Rhyl	344	0	0.00%
Ryde	107	0	0.00%
SEL	1,094	6	0.02%
Sheffield	1,126	2	0.01%
Stockton	628	2	0.01%
Swansea	594	2	0.01%
Wakefield	1,156	18	0.05%
Camberley	347	1	0.01%
York	400	3	0.02%
TOTAL	20,580	214	0.03%



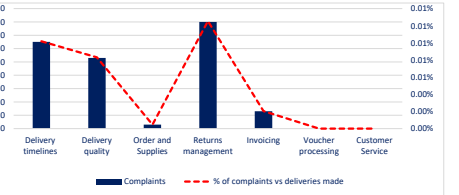
Number of Complaints - Year to Date

Branch Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Aberdeen	6	6	15	18									45
Ashford	9	1	1	3									14
Belfast	1	0	2	0									3
Berwick	0	0	0	0									0
Bow	10	6	14	4									34
Carlisle	0	1	1	2									4
Chester	9	15	17	2									43
Derry	0	0	1	7									8
Dublin	7	11	5	3									26
Dundee	8	5	11	41									65
Eastbourne	1	8	1	0									10
Grays	6	3	3	3									15
Hull	9	10	6	9									34
Inverness	0	1	3	1									5
Ipswich	2	1	4	2									9
Kendal	4	0	1	1									6
Linwood	46	23	34	62									165
Maidstone	11	9	9	7									36
Newbridge	15	17	9	14									55
Norwich	1	0	7	0									8
Portsmouth	0	4	2	1									7
Preston	3	1	0	0									4
Rhyl	0	0	2	0									2
Ryde	2	0	0	0									2
SEL	15	4	10	6									35
Sheffield	3	10	2	2									17
Stockton	14	5	8	2									29
Swansea	5	1	2	2									10
Wakefield	22	8	4	18									52
Camberley	4	0	3	1									8
York	12	1	2	3									18
TOTAL	225	151	179	214	0	0	0	0	0	0	0	0	769



Complaints by Category (This Month)

Category Split	Definition	Complaints	% of complaints vs deliveries made
Delivery timeliness	Late Delivery and RDT Changes	65	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	3	0.00%
Returns management	Non-collection of Returns	80	0.01%
Invoicing	Discrepancies on Credit/Delivery Notes and non-receipt of paperwork	13	0.00%
Voucher processing	Voucher scanning discrepancies	0	0.00%
Customer Service	Communication issues and Complaint Handlino	0	0.00%
TOTAL		214	0.03%



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	29	65									196
Delivery quality	79	53	58	53									243
Order and Supply management	8	6	2	3									19
Returns management	72	45	83	80									280
Invoicing	8	5	7	13									33
Voucher processing	1	1	0	0									2
Customer Service	0	0	0	0									0
TOTAL	225	155	179	214	0	0	0	0	0	0	0	0	773



Stage 1 Complaints

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