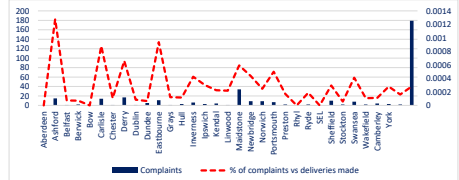


PDRP Complaints Tracker **Press Distribution Review Panel - Pre-Stage 1 Complaints Tracker**

Month Reported: **Mar-26**

Complaints by Location (This Month)

Branch Split	No of Customers	Complaints	% of complaints vs deliveries made
Aberdeen	379	15	0.13%
Ashford	443	1	0.01%
Belfast	933	2	0.01%
Berwick	43	0	0.00%
Bow	514	14	0.09%
Carlisle	300	1	0.01%
Chester	832	17	0.07%
Derry	380	1	0.01%
Dublin	2,500	5	0.01%
Dundee	379	11	0.09%
Eastbourne	266	1	0.01%
Grays	827	3	0.01%
Hull	456	6	0.04%
Inverness	320	3	0.03%
Ipswich	572	4	0.02%
Kendal	148	1	0.02%
Linwood	1,849	34	0.06%
Maldstone	666	9	0.04%
Newbridge	1,179	9	0.02%
Norwich	453	7	0.05%
Portsmouth	378	2	0.02%
Preston	957	0	0.00%
Rhyl	344	2	0.02%
Ryde	107	0	0.00%
SEL	1,094	10	0.03%
Sheffield	1,125	2	0.01%
Stockton	628	8	0.04%
Swansea	594	2	0.01%
Wakefield	1,156	4	0.01%
Camberley	347	3	0.03%
York	400	2	0.02%
TOTAL	20,580	179	0.03%



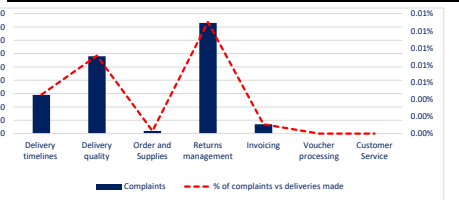
Number of Complaints - Year to Date

Branch Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Aberdeen	6	6	15										27
Ashford	9	1	1										11
Belfast	1	0	2										3
Berwick	0	0	0										0
Bow	10	6	14										30
Carlisle	0	1	1										2
Chester	9	15	17										41
Derry	0	0	1										1
Dublin	7	11	5										23
Dundee	8	5	11										24
Eastbourne	1	8	1										10
Grays	6	3	3										12
Hull	9	10	6										25
Inverness	0	1	3										4
Ipswich	2	1	4										7
Kendal	4	0	1										5
Linwood	46	23	34										103
Maldstone	11	9	9										29
Newbridge	15	17	9										41
Norwich	1	0	7										8
Portsmouth	0	4	2										6
Preston	3	1	0										4
Rhyl	0	0	2										2
Ryde	2	0	0										2
SEL	15	4	10										29
Sheffield	3	10	2										15
Stockton	14	5	8										27
Swansea	5	1	2										8
Wakefield	22	8	4										34
Camberley	4	0	3										7
York	12	1	2										15
TOTAL	225	151	179	0	0	0	0	0	0	0	0	0	555



Complaints by Category (This Month)

Category Split	Definition	Complaints	% of complaints vs deliveries made
Delivery timeliness	Late Delivery and RDT Changes	29	0.00%
Delivery quality	Shortages, incorrect delivery location, condition of supplies and driver issues	58	0.01%
Order and Supplies	Supply issues affecting availability of titles or excess supplies	2	0.00%
Returns management	Non-collection of Returns	83	0.01%
Invoicing	Discrepancies on Credit/Delivery Notes and non-receipt of paperwork	7	0.00%
Voucher processing	Voucher scanning discrepancies	0	0.00%
Customer Service	Communication issues and Complaint Handlino	0	0.00%
TOTAL		179	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										131
Delivery quality	79	53	58										190
Order and Supply management	8	6	2										16
Returns management	72	45	83										200
Invoicing	8	5	7										20
Voucher processing	1	1	0										2
Customer Service	0	0	0										0
TOTAL	225	155	179	0	0	0	0	0	0	0	0	0	559



Stage 1 Complaints

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