

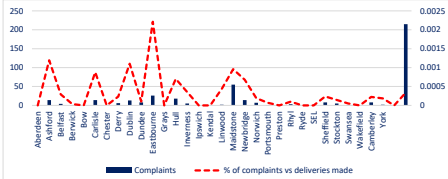
PDRP Complaints Tracker

Press Distribution Review Panel - Pre-Stage 1 Complaints Tracker

Month Reported **May-26**

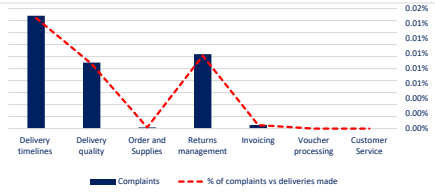
Complaints by Location (This Month)

Branch Split	No of Customers	Complaints	% of complaints vs deliveries made
Aberdeen	379	14	0.12%
Ashford	443	4	0.03%
Belfast	933	1	0.00%
Berwick	43	0	0.00%
Bow	514	14	0.09%
Carlisle	300	0	0.00%
Chester	832	6	0.02%
Derry	380	13	0.11%
Dublin	2,500	8	0.01%
Dundee	379	26	0.22%
Eastbourne	266	0	0.00%
Grays	827	18	0.07%
Hull	456	5	0.04%
Inverness	320	0	0.00%
Ipswich	572	0	0.00%
Kendal	148	2	0.04%
Linwood	1,849	55	0.10%
Maidstone	666	14	0.07%
Newbridge	1,179	7	0.02%
Norwich	453	1	0.01%
Portsmouth	378	0	0.00%
Preston	967	3	0.01%
Rhyl	344	0	0.00%
Ryde	107	0	0.00%
SEL	1,094	8	0.02%
Sheffield	1,126	5	0.01%
Stockton	628	1	0.01%
Swansea	594	0	0.00%
Wakefield	1,156	8	0.02%
Camberley	347	2	0.02%
York	400	0	0.00%
TOTAL	20,580	215	0.03%



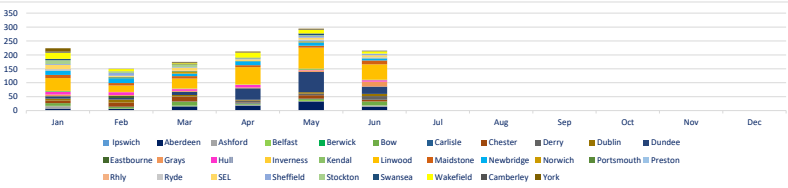
Complaints by Category (This Month)

Category Split	Definition	Complaints	% of complaints vs deliveries made
Delivery timelines	Late Delivery and RDT Changes	94	0.01%
Delivery quality	Shortages, incorrect delivery location, condition of supplies and driver issues	55	0.01%
Order and Supplies	Supply issues affecting availability of titles or excess supplies	1	0.00%
Returns management	Non-collection of Returns	62	0.01%
Invoicing	Discrepancies on Credit/Delivery Notes and non-receipt of paperwork	3	0.00%
Voucher processing	Voucher scanning discrepancies	0	0.00%
Customer Service	Communication issues and Complaint Handling	0	0.00%
TOTAL		215	0.03%



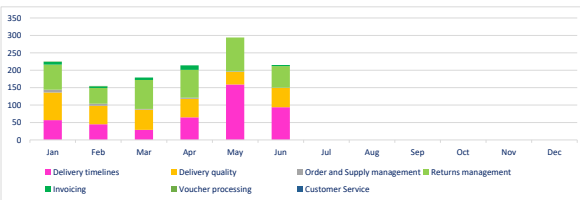
Number of Complaints - Year to Date

Branch Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Aberdeen	6	6	15	18	33	14							92
Ashford	9	4	1	3	1	4							19
Belfast	1	0	2	0	4	1							8
Berwick	0	0	0	0	0	0							0
Bow	10	6	14	4	3	14							51
Carlisle	0	1	1	2	2	0							6
Chester	9	15	17	2	12	6							61
Derry	0	0	1	7	6	13							27
Dublin	7	11	5	3	5	8							39
Dundee	8	5	11	41	73	26							164
Eastbourne	1	8	1	0	0	0							10
Grays	6	3	3	3	5	18							38
Hull	9	10	6	9	1	5							40
Inverness	0	1	3	1	1	0							6
Ipswich	2	1	4	2	0	0							9
Kendal	4	0	1	1	5	2							13
Linwood	46	23	34	62	75	55							295
Maidstone	11	9	9	7	7	14							57
Newbridge	15	17	9	14	12	7							74
Norwich	1	0	7	0	3	1							12
Portsmouth	0	4	2	1	1	0							8
Preston	3	1	0	0	5	3							12
Rhyl	0	0	2	0	1	0							3
Ryde	2	0	0	0	0	0							2
SEL	15	4	10	6	7	8							50
Sheffield	3	10	2	2	6	5							28
Stockton	14	5	8	2	3	1							33
Swansea	5	1	2	2	6	0							16
Wakefield	22	8	4	18	13	8							73
Camberley	4	0	3	1	2	2							12
York	12	1	2	3	2	0							20
TOTAL	225	151	179	214	284	215	0	0	0	0	0	0	1,278



Number of Complaints - Year to Date

Category Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Delivery timelines	57	45	29	65	159	94							449
Delivery quality	79	53	58	53	36	55							334
Order and Supply management	8	6	2	3	2	1							22
Returns management	72	45	83	80	97	62							439
Invoicing	8	5	7	13	0	3							36
Voucher processing	1	1	0	0	0	0							2
Customer Service	0	0	0	0	0	0							0
TOTAL	225	155	179	214	294	215	0	0	0	0	0	0	1,282



Stage 1 Complaints

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