

PDRP Complaints Tracker

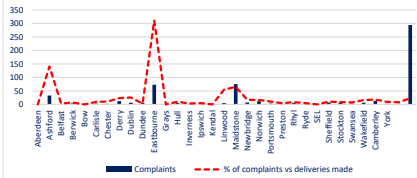
Press Distribution Review Panel - Pre-Stage 1 Complaints Tracker

Month Reported

May-26

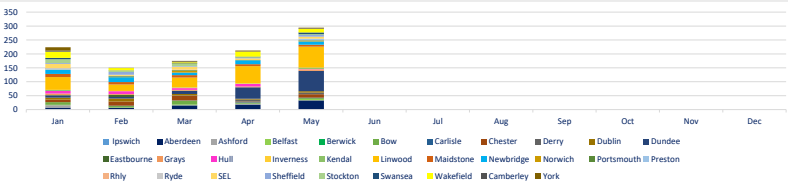
Complaints by Location (This Month)

Branch Split	No of Customers	Complaints	% of complaints vs deliveries made
Aberdeen	379	33	0.28%
Ashford	443	1	0.01%
Belfast	933	4	0.01%
Berwick	43	0	0.00%
Bow	514	3	0.02%
Carlisle	300	2	0.02%
Chester	832	12	0.05%
Derry	380	6	0.05%
Dublin	2,500	5	0.01%
Dundee	379	73	0.62%
Eastbourne	266	0	0.00%
Grays	827	5	0.02%
Hull	456	1	0.01%
Inverness	320	1	0.01%
Ipswich	572	0	0.00%
Kendal	148	5	0.11%
Linwood	1,849	75	0.13%
Maidstone	666	7	0.03%
Newbridge	1,179	12	0.03%
Norwich	453	3	0.02%
Portsmouth	378	1	0.01%
Preston	967	5	0.02%
Rhyl	344	1	0.01%
Ryde	107	0	0.00%
SEL	1,094	7	0.02%
Sheffield	1,125	6	0.02%
Stockton	628	3	0.02%
Swansea	594	6	0.03%
Wakefield	1,156	13	0.04%
Camberley	347	2	0.02%
York	400	2	0.02%
TOTAL	20,580	294	0.05%



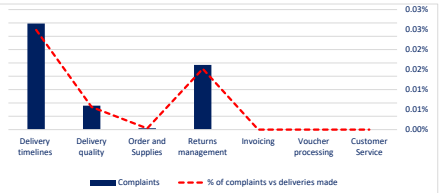
Number of Complaints - Year to Date

Branch Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Aberdeen	6	6	15	18	33								78
Ashford	9	1	1	3	1								15
Belfast	1	0	2	0	4								7
Berwick	0	0	0	0	0								0
Bow	10	6	14	4	3								37
Carlisle	0	1	1	2	2								6
Chester	9	15	17	2	12								55
Derry	0	0	1	7	6								14
Dublin	7	11	5	3	5								31
Dundee	8	5	11	41	73								138
Eastbourne	1	8	1	0	0								10
Grays	6	3	3	3	5								20
Hull	9	10	6	9	1								35
Inverness	0	1	3	1	1								6
Ipswich	2	1	4	2	0								9
Kendal	4	0	1	1	5								11
Linwood	46	23	34	62	75								240
Maidstone	11	9	9	7	7								43
Newbridge	15	17	9	14	12								67
Norwich	1	0	7	0	3								11
Portsmouth	0	4	2	1	1								8
Preston	3	1	0	0	5								9
Rhyl	0	0	2	0	1								3
Ryde	2	0	0	0	0								2
SEL	15	4	10	6	7								42
Sheffield	3	10	2	2	6								23
Stockton	14	5	8	2	3								32
Swansea	5	1	2	2	6								16
Wakefield	22	8	4	18	13								65
Camberley	4	0	3	1	2								10
York	12	1	2	3	2								20
TOTAL	225	151	179	214	294	0	0	0	0	0	0	0	1,063



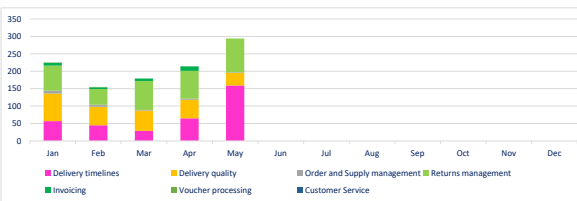
Complaints by Category (This Month)

Category Split	Definition	Complaints	% of complaints vs deliveries made
Delivery timelines	Late Delivery and RDT Changes	159	0.02%
Delivery quality	Shortages, incorrect delivery location, condition of supplies and driver issues	36	0.01%
Order and Supplies	Supply issues affecting availability of titles or excess supplies	2	0.00%
Returns management	Non-collection of Returns	97	0.02%
Invoicing	Discrepancies on Credit/Delivery Notes and non-receipt of paperwork	0	0.00%
Voucher processing	Voucher scanning discrepancies	0	0.00%
Customer Service	Communication issues and Complaint Handling	0	0.00%
TOTAL		294	0.05%



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								355
Delivery quality	79	53	58	53	36								279
Order and Supply management	8	6	2	3	2								21
Returns management	72	45	83	80	97								377
Invoicing	8	5	7	13	0								33
Voucher processing	1	1	0	0	0								2
Customer Service	0	0	0	0	0								0
TOTAL	225	155	179	214	294	0	0	0	0	0	0	0	1,067



Stage 1 Complaints

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