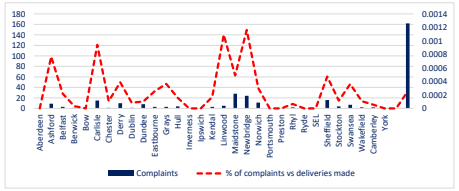
PDRP Complaints Tracker

Press Distribution Review Panel - Pre-Stage 1 Complaints Tracker

Month Reported	Aug-26

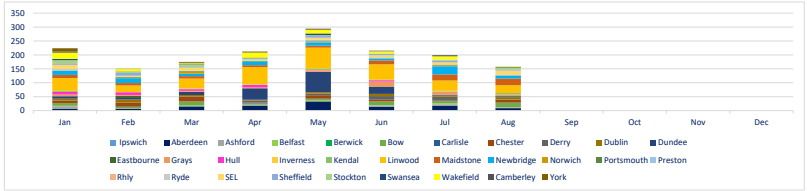
Complaints by Location (This Month)

Branch Split	No of Customers	Complaints	% of complaints vs deliveries made
Aberdeen	379	9	0.08%
Ashford	443	3	0.02%
Belfast	933	1	0.00%
Berwick	43	0	0.00%
Bow	514	15	0.09%
Carlisle	300	1	0.01%
Chester	832	10	0.04%
Derry	380	1	0.01%
Dublin	2,500	8	0.01%
Dundee	379	3	0.03%
Eastbourne	266	3	0.04%
Grays	827	4	0.02%
Hull	456	0	0.00%
Inverness	320	0	0.00%
Ipswich	572	3	0.02%
Kendal	148	5	0.11%
Linwood	1,849	28	0.05%
Maidstone	666	24	0.12%
Newbridge	1,179	11	0.03%
Norwich	453	0	0.00%
Portsmouth	378	0	0.00%
Preston	967	2	0.01%
Rhyl	344	0	0.00%
Ryde	107	0	0.00%
SEL	1,094	16	0.05%
Sheffield	1,126	4	0.01%
Stockton	628	7	0.04%
Swansea	594	2	0.01%
Wakefield	1,156	2	0.01%
Camberley	347	0	0.00%
York	400	0	0.00%
TOTAL	20,580	162	0.03%



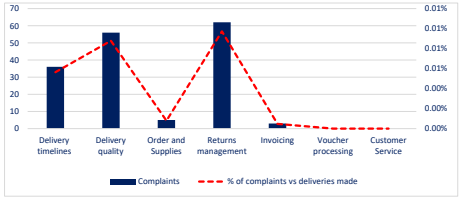
Number of Complaints - Year to Date

Branch Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Aberdeen	6	6	15	18	33	14	18	9					119
Ashford	9	1	1	3	1	4	5	3					27
Belfast	1	0	2	0	4	1	3	1					12
Berwick	0	0	0	0	0	0	0	0					0
Bow	10	6	14	4	3	14	8	15					74
Carlisle	0	1	1	2	2	0	2	1					9
Chester	9	15	17	2	12	6	2	10					73
Derry	0	0	1	7	6	13	12	1					40
Dublin	7	11	5	3	5	8	4	8					51
Dundee	8	5	11	41	73	26	3	3					170
Eastbourne	1	8	1	0	0	0	0	3					13
Grays	6	3	3	3	5	18	11	4					53
Hull	9	10	6	9	1	5	0	0					40
Inverness	0	1	3	1	1	0	1	0					7
Ipswich	2	1	4	2	0	0	2	3					14
Kendal	4	0	1	1	5	2	2	5					20
Linwood	46	23	34	62	75	55	37	28					360
Maidstone	11	9	9	7	7	14	22	24					103
Newbridge	15	17	9	14	12	7	29	11					114
Norwich	1	0	7	0	3	1	4	0					16
Portsmouth	0	4	2	1	1	0	1	0					9
Preston	3	1	0	0	5	3	2	2					16
Rhly	0	0	2	0	1	0	0	0					3
Ryde	2	0	0	0	0	0	0	0					2
SEL	15	4	10	6	7	8	7	16					73
Sheffield	3	10	2	2	6	5	7	4					39
Stockton	14	5	8	2	3	1	3	7					43
Swansea	5	1	2	2	6	0	0	2					18
Wakefield	22	8	4	18	13	8	12	2					87
Camberley	4	0	3	1	2	2	4	0					16
York	12	1	2	3	2	0	0	0					20
TOTAL	225	151	179	214	294	215	201	162	0	0	0	0	1,641



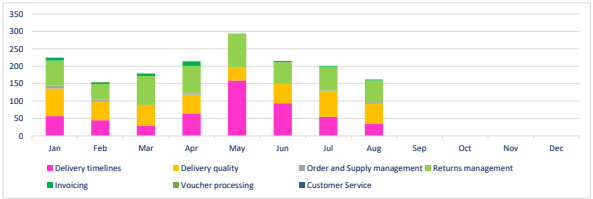
Complaints by Category (This Month)

Category Split	Definition	Complaints	% of complaints vs deliveries made
Delivery timelines	Late Delivery and RDT Changes	36	0.01%
Delivery quality	Shortages, incorrect delivery location, condition of supplies and driver issues	56	0.01%
Order and Supplies	Supply issues affecting availability of titles or excess supplies	5	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		162	0.03%



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	55	36					540
Delivery quality	79	53	58	53	36	55	74	56					464
Order and Supply management	8	6	2	3	2	1	2	5					29
Returns management	72	45	83	80	97	62	68	62					569
Invoicing	8	5	7	13	0	3	2	3					41
Voucher processing	1	1	0	0	0	0	0	0					2
Customer Service	0	0	0	0	0	0	0	0					0
TOTAL	225	155	179	214	294	215	201	162	0	0	0	0	1,645



Stage 1 Complaints

Month	
Jan	2
Feb	1
Mar	2
Apr	2
May	2
Jun	2
Jul	0
Aug	1
Sep	
Oct	
Nov	
Dec	