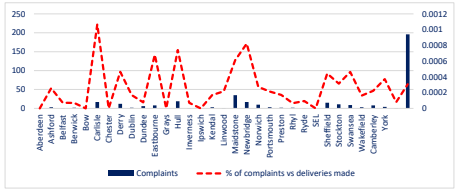
PDRP Complaints Tracker

Press Distribution Review Panel - Pre-Stage 1 Complaints Tracker

Month Reported	Sep-26

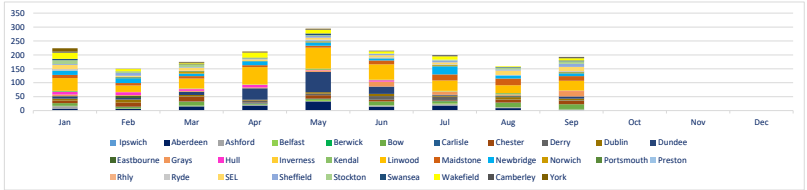
Complaints by Location (This Month)

Branch Split	No of Customers	Complaints	% of complaints vs deliveries made
Aberdeen	379	3	0.03%
Ashford	443	1	0.01%
Belfast	933	2	0.01%
Berwick	43	0	0.00%
Bow	514	17	0.11%
Carlisle	300	0	0.00%
Chester	832	12	0.05%
Derry	380	2	0.02%
Dublin	2,500	6	0.01%
Dundee	379	8	0.07%
Eastbourne	266	0	0.00%
Grays	827	19	0.07%
Hull	456	1	0.01%
Inverness	320	0	0.00%
Ipswich	572	3	0.02%
Kendal	148	1	0.02%
Linwood	1,849	35	0.06%
Maidstone	666	17	0.08%
Newbridge	1,179	10	0.03%
Norwich	453	3	0.02%
Portsmouth	378	2	0.02%
Preston	967	2	0.01%
Rhyl	344	1	0.01%
Ryde	107	0	0.00%
SEL	1,094	15	0.04%
Sheffield	1,126	11	0.03%
Stockton	628	9	0.05%
Swansea	594	3	0.02%
Wakefield	1,156	8	0.02%
Camberley	347	4	0.04%
York	400	1	0.01%
TOTAL	20,580	196	0.03%



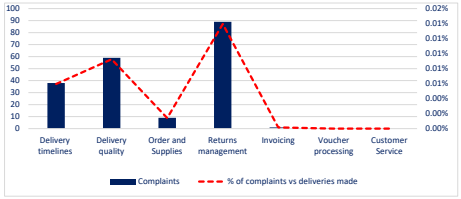
Number of Complaints - Year to Date

Branch Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Aberdeen	6	6	15	18	33	14	18	9	3				122
Ashford	9	1	1	3	1	4	5	3	1				28
Belfast	1	0	2	0	4	1	3	1	2				14
Berwick	0	0	0	0	0	0	0	0	0				0
Bow	10	6	14	4	3	14	8	15	17				91
Carlisle	0	1	1	2	2	0	2	1	0				9
Chester	9	15	17	2	12	6	2	10	12				85
Derry	0	0	1	7	6	13	12	1	2				42
Dublin	7	11	5	3	5	8	4	8	6				57
Dundee	8	5	11	41	73	26	3	3	8				178
Eastbourne	1	8	1	0	0	0	0	3	0				13
Grays	6	3	3	3	5	18	11	4	19				72
Hull	9	10	6	9	1	5	0	0	1				41
Inverness	0	1	3	1	1	0	1	0	0				7
Ipswich	2	1	4	2	0	0	2	3	3				17
Kendal	4	0	1	1	5	2	2	5	1				21
Linwood	46	23	34	62	75	55	37	28	35				395
Maidstone	11	9	9	7	7	14	22	24	17				120
Newbridge	15	17	9	14	12	7	29	11	10				124
Norwich	1	0	7	0	3	1	4	0	3				19
Portsmouth	0	4	2	1	1	0	1	0	2				11
Preston	3	1	0	0	5	3	2	2	2				18
Rhly	0	0	2	0	1	0	0	0	1				4
Ryde	2	0	0	0	0	0	0	0	0				2
SEL	15	4	10	6	7	8	7	16	15				88
Sheffield	3	10	2	2	6	5	7	4	11				50
Stockton	14	5	8	2	3	1	3	7	9				52
Swansea	5	1	2	2	6	0	0	2	3				21
Wakefield	22	8	4	18	13	8	12	2	8				95
Camberley	4	0	3	1	2	2	4	0	4				20
York	12	1	2	3	2	0	0	0	1				21
TOTAL	225	151	179	214	294	215	201	162	196	0	0	0	1,837



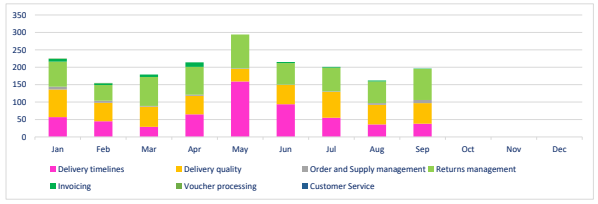
Complaints by Category (This Month)

Category Split	Definition	Complaints	% of complaints vs deliveries made
Delivery timelines	Late Delivery and RDT Changes	38	0.01%
Delivery quality	Shortages, incorrect delivery location, condition of supplies and driver issues	59	0.01%
Order and Supplies	Supply issues affecting availability of titles or excess supplies	9	0.00%
Returns management	Non-collection of Returns	89	0.01%
Invoicing	Discrepancies on Credit/Delivery Notes and non-receipt of paperwork	1	0.00%
Voucher processing	Voucher scanning discrepancies	0	0.00%
Customer Service	Communication issues and Complaint Handling	0	0.00%
TOTAL		196	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	38				578
Delivery quality	79	53	58	53	36	55	74	56	59				523
Order and Supply management	8	6	2	3	2	1	2	5	9				38
Returns management	72	45	83	80	97	62	68	62	89				658
Invoicing	8	5	7	13	0	3	2	3	1				42
Voucher processing	1	1	0	0	0	0	0	0	0				2
Customer Service	0	0	0	0	0	0	0	0	0				0
TOTAL	225	155	179	214	294	215	201	162	196	0	0	0	1,841



Stage 1 Complaints

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