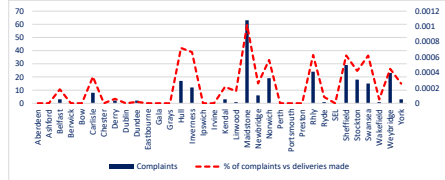


PDRP Complaints Tracker

Month Reported: **Jan-20**

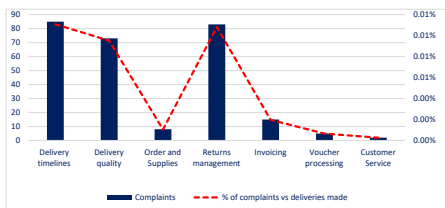
Complaints by Location (This Month)

Branch Split	No of Customers	Complaints	% of complaints vs deliveries made
Aberdeen	434	0	0.00%
Ashford	532	3	0.02%
Belfast	1,110	0	0.00%
Berwick	31	0	0.00%
Bow	748	8	0.03%
Carlisle	381	0	0.00%
Chester	1,119	2	0.01%
Diery	446	0	0.00%
Dublin	3,461	2	0.00%
Dundee	329	0	0.00%
Eastbourne	305	0	0.00%
Gala	104	0	0.00%
Grays	762	17	0.07%
Hull	582	12	0.07%
Inverness	271	0	0.00%
Ipswich	671	0	0.00%
Irvine	453	3	0.02%
Kendal	206	1	0.02%
Linwood	1,993	63	0.10%
Maidstone	749	6	0.03%
Newbridge	1,087	19	0.06%
Norwich	524	0	0.00%
Perth	146	0	0.00%
Portsmouth	446	0	0.00%
Preston	1,231	24	0.06%
Rhly	396	1	0.01%
Ryde	123	0	0.00%
SEL	1,504	29	0.06%
Sheffield	1,325	18	0.04%
Stockton	779	15	0.06%
Swansea	649	1	0.00%
Wakefield	1,657	23	0.04%
Weybridge	379	3	0.03%
York	481	21	0.14%
TOTAL	25,564	271	0.03%



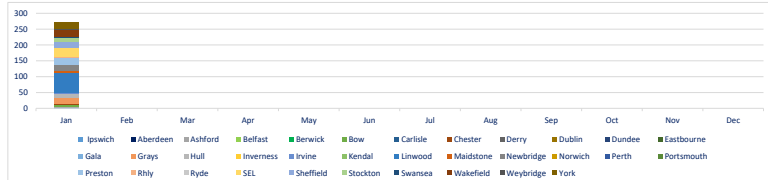
Complaints by Category (This Month)

Category Split	Definition	Complaints	% of complaints vs deliveries made
Delivery timelines	Late Delivery and RDT Changes	85	0.01%
Delivery quality	Shortages, incorrect delivery location, condition of supplies and driver issues	73	0.01%
Order and Supplies	Supply issues affecting availability of titles or excess supplies	8	0.00%
Returns management	Non-collection of Returns	83	0.01%
Invoicing	Discrepancies on Credit/Delivery Notes and non-receipt of paperwork	15	0.00%
Voucher processing	Voucher scanning discrepancies	5	0.00%
Customer Service	Communication issues and Complaint Handling	2	0.00%
TOTAL		271	0.04%



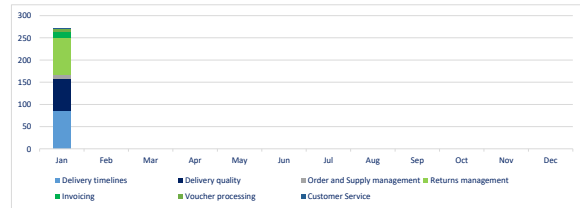
Number of Complaints - Year to Date

Branch Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Aberdeen	0												0
Ashford	3												3
Belfast	0												0
Berwick	0												0
Bow	8												8
Carlisle	0												0
Chester	2												2
Diery	0												0
Dublin	2												2
Dundee	0												0
Eastbourne	0												0
Gala	0												0
Grays	17												17
Hull	12												12
Inverness	0												0
Ipswich	0												0
Irvine	3												3
Kendal	1												1
Linwood	63												63
Maidstone	6												6
Newbridge	19												19
Norwich	0												0
Perth	0												0
Portsmouth	0												0
Preston	24												24
Rhly	1												1
Ryde	0												0
SEL	29												29
Sheffield	18												18
Stockton	15												15
Swansea	1												1
Wakefield	23												23
Weybridge	3												3
York	21												21
TOTAL	271	0	0	0	0	0	0	0	0	0	0	0	271



Number of Complaints - Year to Date

Category Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Delivery timelines	85												85
Delivery quality	73												73
Order and Supply management	8												8
Returns management	83												83
Invoicing	15												15
Voucher processing	5												5
Customer Service	2												2
TOTAL	271	0	0	0	0	0	0	0	0	0	0	0	271



Stage 2 Complaints

Month	Forms Issued	Forms Received
Jan	7	1
Feb		
Mar		
Apr		
May		
Jun		
Jul		
Aug		
Sep		
Oct		
Nov		
Dec		