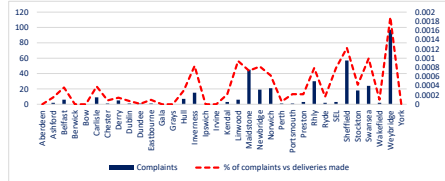


PDRP Complaints Tracker

Month Reported: Jul-20

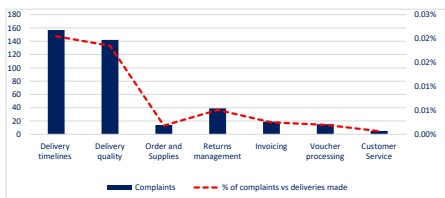
Complaints by Location (This Month)

Branch Split	No of Customers	Complaints	% of complaints vs deliveries made
Aberdeen	434	2	0.01%
Ashford	532	6	0.04%
Belfast	1,110	0	0.00%
Berwick	31	0	0.00%
Bow	748	9	0.04%
Carlisle	381	1	0.01%
Chester	1,119	5	0.01%
Derry	446	1	0.01%
Dublin	3,461	1	0.00%
Dundee	329	1	0.01%
Eastbourne	305	0	0.00%
Gala	104	0	0.00%
Grays	762	7	0.03%
Hull	582	15	0.08%
Inverness	271	0	0.00%
Ipswich	671	0	0.00%
Irvine	453	3	0.02%
Kendal	206	6	0.09%
Linwood	1,993	45	0.07%
Maldstone	749	19	0.08%
Newbridge	1,087	21	0.06%
Norwich	524	1	0.01%
Perth	146	1	0.02%
Portsmouth	446	3	0.02%
Preston	1,231	30	0.08%
Rhly	396	2	0.02%
Ryde	123	3	0.08%
SEL	1,504	57	0.12%
Sheffield	1,325	18	0.04%
Stockton	779	24	0.10%
Swansea	649	2	0.01%
Wakefield	1,657	97	0.19%
Weybridge	379	0	0.00%
York	481	11	0.07%
TOTAL	25,564	391	0.05%



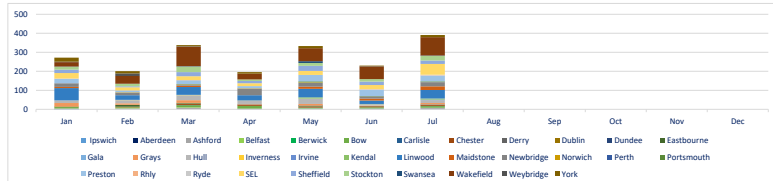
Complaints by Category (This Month)

Category Split	Definition	Complaints	% of complaints vs deliveries made
Delivery timelines	Late Delivery and RDT Changes	157	0.02%
Delivery quality	Shortages, incorrect delivery location, condition of supplies and driver issues	142	0.02%
Order and Supplies	Supply issues affecting availability of titles or excess supplies	14	0.00%
Returns management	Non-collection of Returns	39	0.01%
Invoicing	Discrepancies on Credit/Delivery Notes and non-receipt of paperwork	19	0.00%
Voucher processing	Voucher scanning discrepancies	15	0.00%
Customer Service	Communication issues and Complaint Handling	5	0.00%
TOTAL		391	0.05%



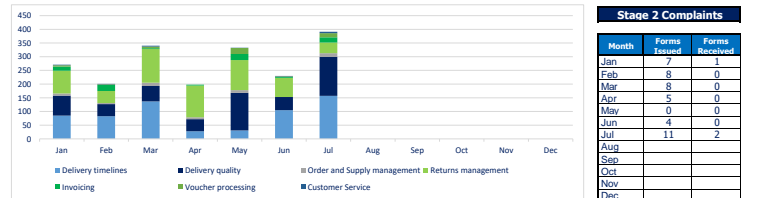
Number of Complaints - Year to Date

Branch Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Aberdeen	0	1	0	2	1	2	2						8
Ashford	3	3	8	0	2	2	6						24
Belfast	0	1	3	1	3	1	0						6
Berwick	0	0	0	0	1	1	0						2
Bow	8	5	11	15	3	6	9						57
Carlisle	0	0	1	0	1	0	1						3
Chester	2	0	5	6	3	5	5						26
Derry	0	0	1	0	0	0	1						2
Dublin	2	3	2	1	3	0	1						12
Dundee	0	1	1	1	1	0	1						5
Eastbourne	0	10	2	0	2	1	0						15
Gala	0	0	0	0	1	0	0						1
Grays	17	8	14	2	9	3	7						60
Hull	12	15	25	17	28	6	15						118
Inverness	0	1	1	1	0	0	0						3
Ipswich	0	0	2	2	0	0	0						4
Irvine	3	2	1	0	0	1	3						10
Kendal	1	0	1	0	7	1	6						16
Linwood	63	24	41	28	45	18	45						264
Maldstone	6	0	7	0	11	10	19						53
Newbridge	19	13	6	35	21	12	21						127
Norwich	0	2	1	2	2	0	1						8
Perth	0	1	0	0	0	0	1						2
Portsmouth	0	0	2	0	5	2	3						12
Preston	24	9	20	11	34	33	30						161
Rhly	1	1	1	0	0	2	2						7
Ryde	0	0	0	0	0	1	3						4
SEL	29	16	20	15	21	22	57						180
Sheffield	18	5	22	12	27	18	18						120
Stockton	15	13	29	8	15	13	24						117
Swansea	1	1	2	0	9	0	2						15
Wakefield	23	40	103	31	69	67	97						430
Weybridge	3	14	2	0	1	0	0						20
York	21	12	6	8	11	3	11						72
TOTAL	271	201	340	198	333	230	391	0	0	0	0	0	1,964



Number of Complaints - Year to Date

Category Split	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Delivery timelines	85	83	137	28	31	105	157						626
Delivery quality	73	44	56	44	137	48	142						544
Order and Supply management	8	4	12	7	10	0	14						55
Returns management	83	44	123	116	110	70	39						585
Invoicing	15	22	3	3	22	3	19						87
Voucher processing	5	2	6	0	22	2	15						52
Customer Service	2	2	3	0	1	2	5						15
TOTAL	271	201	340	198	333	230	391	0	0	0	0	0	1,964



Stage 2 Complaints

Month	Forms Issued	Forms Received
Jan	7	1
Feb	8	0
Mar	8	0
Apr	5	0
May	0	0
Jun	4	0
Jul	11	2
Aug		
Sep		
Oct		
Nov		
Dec		