

Complaint Form ^{1/2}

Fill in your personal information

Name Date

Customer number

Telephone number Email address

Address

Supplying wholesaler

Click the area that your Complaint refer to

- | | |
|--|--|
| <input type="checkbox"/> Terms and Conditions of Business | <input type="checkbox"/> Invoicing |
| <input type="checkbox"/> Deliveries – Timeliness | <input type="checkbox"/> Customer Service / Communication |
| <input type="checkbox"/> Deliveries – Quality | <input type="checkbox"/> New Customer Supply Arrangements |
| <input type="checkbox"/> Documentation / Paperwork | <input type="checkbox"/> Sub Retailing |
| <input type="checkbox"/> Claims | <input type="checkbox"/> Business / Financial Arrangements |
| <input type="checkbox"/> Unsold Product / Returns Collection | <input type="checkbox"/> Added Value Services |
| <input type="checkbox"/> Vouchers / Voucher Processing | <input type="checkbox"/> Sales Based Replenishment |
| <input type="checkbox"/> Order and Supply Management | <input type="checkbox"/> Other |

Describe your Complaint (please attach an additional page if required)

Signature Print name Position

e.g. owner, manager

It is important to share as much information as possible about your complaint, including, but not limited to, all dates, times, titles and the reference numbers issued by the wholesaler when you first raised the problem with them.

Complaint Form ^{2/2}

Menzies Distribution

Please complete and return this form to
Menzies Distribution Customer Services,
East Avenue, Phoenix Retail Park, Linwood, Paisley PA1 2FD
Enquiries.Headoffice@menziesdistribution.com
servicepledge@menziesdistribution.com

Smiths News

Please complete and return this form to
PDC Admin, Smiths News, Javelin Park, Black Country New Road, Wednesbury, WS10 7ND
PDC.admin@smithsnews.co.uk

News UK

News UK, Broxbourne, Great Cambridge Road, Waltham Cross, Herts, EN8 8DY
Or Via Email to:
dtrcustomerservice@news.co.uk

PPA

PPA Ltd., White Collar Factory/TOG, 1 Old Street Yard, London, EC1Y 8AF
membership@ppa.co.uk

You can also raise your complaint via the **Press Distribution Charter**
Details of how to do this can be found on www.pressdistributionforum.com

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