

Minutes of the Press Distribution Review Panel Held on Thursday 29th June 2017 at the PPA Offices, 2nd Floor, 35 - 38 Bridge Street, London, EC4V 6BW at 1:00pm

Present:	Neil Robinson	Chair
	Trevor Hudson	PPA
	Fiona Campbell	Menzies Distribution
	Mark Gilhespie	NMA
	Paresh Vyas	Independent Retailer
	Graham Read	Independent Retailer
	Brian Murphy	Retail Representative

Item		Action
1.	Apologies for Absence	
1.1	Apologies: Linda Gardner Menzies Distribution Mark McConnell Smiths News Maria Kirven Smiths News Raj Chotai Independent Retailer Maria Kirven was supposed to have joined the meeting via a telephone conference link, but due to a break down in communications this did not happen.	
2.	Welcome New Member	
2.1	Following the recent Appointments Committee selection process, the group welcomed Brian Murphy, representing the retail sector in an independent capacity, to the Panel.	
3.	Minutes of Last Meetings 4/9/2014, 6/12/2016, 23/3/2017	
3.1	No minutes have been received for these previous PDRP Meetings.	
3.2	There is currently no administrative support for the PDRP in order to provide Minutes and deal with the day to day secretarial/administrative requirements. Additionally, there is no additional resource forthcoming from the PDF. NR has raised the issue with the PDF and will continue to do so.	NR
3.3	TH agreed to record the notes and provide minutes for this PDRP Meeting.	TH
4.	Matters Arising	
4.1	Standards Review – NR to write to the PDF thanking them for reviewing the document and accepting the agreed amendments. However, NR is to request that those PDRP suggested amendments rejected by the PDF be left for future consideration.	NR

5.	PR - Sub Group	
5.1	<p>Work is ongoing in the area of raising awareness of the PDC Charter and its Complaints Resolution Process. The group has considered a number of ways to improve retail awareness, but ultimately decided that the flyer 'Complaints Resolution Process - Your 3 Step Guide' is the best vehicle to promote the offer.</p> <p>The last flyer was distributed (via the Daily Mail at a cost of £5k).</p> <p>The Group agreed that the flyer should be distributed again and instructed NR to make a request to the PDF in order to facilitate the same.</p> <p>NR to email and electronic version of the flyer to MG and FC.</p> <p>MG kindly agreed to distribute the flyer to 6k retailers in the London area at no cost.</p> <p>FC suggested sending a copy of the flyer with the Menzies Distribution Service Pledge.</p> <p>BM offered assistance from the 7 Day Helpline (based in Durham). BM to investigate how this might work.</p>	<p>NR</p> <p>NR</p> <p>MG</p> <p>FC</p> <p>BM</p>
6.	Menzies Distribution – Internal Complaints Process	
6.1	<p>NR reported that an MD Retailer had recently submitted three Stage 2 Complaints, but that these had been considered by MD to be part of an internal process that runs in parallel to its own Service Pledge complaints process and that of the PDC.</p> <p>NR had investigated the matter as it was obviously causing retail confusion and there was a risk that legitimate Charter complaints were not being captured.</p> <p>Email discussions and a Conference Call have taken place regarding the situation and amendments had been made to the MD processes in order to make it more compatible with the PDC complaints process. There was still an issue concerning Stage 1 of the Service Pledge process which does not make provision for a 48 hour period for resolution to be reached.</p>	
6.2	<p>FC highlighted that the MD CS Centre are currently focusing complaint and restitution forms with particular regard to correct use.</p> <p>In dealing with Retailer Complaints, FC was going to recommend that standard practice should be to offer retailers email or hard copy versions at the point of contact.</p> <p>FC to introduce 48 Hours to the Stage 1 CSP Process.</p>	<p>FC</p> <p>FC</p>
6.3	<p>Restitution Forms and Complaint Forms were discussed in detail and there was a recognition that some degree of confusion existed at retail level concerning appropriate usage.</p>	

	<p>NR pointed out that Restitution Forms were outside of the jurisdiction on the Charter Complaints Process and were entirely the prerogative of wholesalers and publishers.</p> <p>BM thought that some changes to the PDC Stage 2 Complaint Forms and the wholesaler's Restitution Forms might be appropriate. He was advised that he should prepare a paper on any proposed recommendations and submit it as an item for a future PDRP meeting.</p>	BM
6.4	<p>During the course of discussions it became apparent that there was a discrepancy between the number of Stage 2 Complaint Forms issued and those completed and returned. The meeting considered that it would be interesting to get a better idea of actual numbers.</p> <p>FC/MG to investigate if the number of Stage 2 Complaint Forms issued (Completed v Not Returned) can be summarised and provided Quarterly.</p> <p>NR to request if the same Quarterly Report from Smiths News was possible.</p>	FC/MG NR
7.	Smiths News – 'Customer Query/Complaints Process'	
7.1	<p>NR reported on the SN 'Customer Query/Complaints Process' which he had recently received from MM.</p> <p>NR to circulate an electronic version to the Panel members.</p>	NR
7.2	<p>The panel reviewed the SN process and had a number of questions on the same:</p> <p>a) There appears to be four stages to the process as against three in the PDC process.</p> <p>b) Retailers are required to complete a form for Stage 1 of the PDC process which is in direct conflict with the PDC.</p> <p>c) There is a seven day response time at Stage 1 (apparent PDC equivalent) rather than the 48 hours provided for in the Charter.</p> <p>NR to write to SN on these matters.</p>	NR
7.3	MG to provide a copy of the current News UK Complaints Process.	MG
7.4	'Wholesaler Guide to the Complaints Process' – NR to prepare guidelines with a view to providing a uniform approach.	NR
8.	Report on Complaints Resolved Via PDF Helpline	
8.1	Data had been supplied via an email from Dorothy King dated 21/06/2017 which had been circulated to panellists	
9.	Any Other Business	
9.1	List of PDRP Members on PDF website. This needs updating in the FAQ Area on the PDF website. NR to follow up.	NR
9.2	Expenses Forms were issued. These need to be completed with any receipts and	

	sent to Mark Farris at the address on the form.	All
10.	Next Meeting	
10.1	The next PDRP Meeting is scheduled for 6/9/17 – Venue TBC.	All
10.2	30/11/17 Meeting. MG offered to host this Meeting at the Broxbourne Print Centre (including a tour of the site for PDRP Members). MG to confirm.	MG
11.	The meeting closed at 15.30.	