

Minutes of a Meeting of the Press Distribution Review Panel held on Thursday 26th September 2013 at 11.00am at the Offices PPA, Queens House, Kingsway, Holborn, London, WC2B 6JR

Present:	Neil Robinson Dave Shedden Barry Allsop Debbie Dalston Richard Sage Mark Williams	Chairman MD NPA SN Independent Retailer Independent Retailer
In Attendance:	Dorothy King	PDRP Administrator

1. Apologies for Absence

- 1.1 Apologies were received from Raj Ganatra and Rajiv Chotia.
- 1.2 Apologises for lateness – Dave Shedden.
- 1.3 The Chairman announced that Carrie Rooks is no longer with her company, so is no longer able to represent the PPA.

The PDRP placed on record its thanks and appreciation for Carrie's efforts whilst she was representing the PPA on the PDRP.

2. Minutes of Last Meeting 30th May 2013

The minutes were adopted as a true and accurate record.

3. Matters Arising

- 3.1 DS reported back, that MDL has reviewed its process of handling Stage 2 Complaint Forms by distribution houses, after a representative of the PDRP Panel raised concern that their complaint was not included within the monthly statistics.

The supplying wholesaler houses, have undertaken to scan and forward to the central head office point, all completed Stage 2 Complaint Forms, so in the future all data will be accurately recorded and captured.

3.2 DD reports that SN has reviewed the handling of the PDC Stage 2 Complaints Forms.

It has adopted a similar policy process to MDL, where all complaints are processed centrally at Head Office.

Customer Service contact centres report the complaint to the central point and request that a Complaint Form be forwarded to the retailer as required.

The central point logs the form on the internal system, populates the form with the information and posts via recorded delivery to the retailer, with an enclosed letter and guidelines.

The Complaint Form has been updated, with no reference to restitution, focusing purely on the complaint.

The retailer is requested to return the completed form back to the central point at Head Office. There has also been an electronic account created, pdadmin@smithsnews.co.uk, so the retailer has the option of emailing the correspondence if they prefer.

Connect2u and the Smiths News website have been updated accordingly.

The central administration point will scan the documents received and forward them to the appropriate supplying house, or group manager, requesting a detailed response.

The detailed response is then forwarded onto the retailer, again via recorded delivery.

A weekly tracker showing the status of PDC forms will be circulated internally every week for review during the Operations Executive meeting within the company.

This will also be incorporated into the Manager's Appraisals.

When retailers have received a form, but have returned a letter or notes on a piece of paper, SN will copy the communication onto a form and are prepared to accept this as the retailer's completed Stage 2 Complaint Form.

3.3 SN reported that there has been an issue regarding timing of complaints. It has experienced a retailer who raised a Stage 2 Complaint last September 2012, completed the form and did not follow the process of Stage 2 or Stage 3, which was finally appraised in July 2013.

The retailer then came back to the Stage 3 some weeks later to accept the settlement.

Complaints should be serious or persistent, and ideally not refer to an incident older than three months old.

- 3.4 The PDRP resolved that for ALL future Stage 3 Complaints the Independent Arbitrator needs to be provided with the full Stage 2 documentation.

4. Press Distribution Charter Edition 2 - Year on Year Statistics

- 4.1 NR reported that there is a potential issue with reporting year on year statistics in view of PDC Edition 2 coming into being. He intends to report as if like for like as generally, the standards remain the same. This will allow consistency within the reporting mechanism.

5. Issuing of PDC Stage 2 Complaints Forms.

- 5.1 It was agreed that, due to the wholesalers centralising the issuing and monitoring of all Stage 2 Complaint forms, it is no longer necessary to request the PDF to agree that the PDC Administrator takes on this responsibility.

The PDRP Administrator reported that the PDF Board, appreciated the need for accurate and timely information being recorded and reported and will remain open minded should this become an area of concern again in the future.

6. Timeliness and Accuracy of Stage 2 Complaint Data to Administrator

- 6.1 The Chairman reported that timeliness has improved, but accuracy still requires further improvement. Some data is missing the dates when complaint forms have been issued or received. It is felt that this will be improved due to change of personnel.
- 6.2 DK requested that when wholesale depots submit their data for the previous month, not to include the data for the current month; i.e. September Data included within August data capture or a live document.

7. Quarterly Report 01/05/2013- 31/07/2013

- 7.1 The report has been accepted as accurate by the panel and DK was asked to arrange for the report to be published on the PDF Website.

8. Reports from Retail Representatives

- 8.1 RG forwarded his comments for the Retailers Report electronically when he sent his apologies for not attending the meeting.

NR read RG's comments alerting that he is still experiencing communication issues with Borehamwood Customer Service Team and voucher queries are not being resolved due to the Manageress being away on holiday.

RG also raised point that 'Mail' newspapers are still being received in a bad condition. He is unsure whether there is a national or regional problem with the Mail supplement polybags being received ripped and damaged.

DD to arrange for a Stage 2 Complaint Form to be forwarded on to RG.

- 8.2 RS reported that the Leicester Mercury keep sending him bill board posters which he has to bin because he does not have the bill boards to display the posters. On numerous occasions he has requested that the Mercury refrain from sending the unwanted posters, but he still gets them.

RS is unsure whether the issuing of the posters is a SN or Leicester Mercury concern.

DD advised him that the Leicester Mercury supply the posters and inform SN where to deliver them.

Everything else within the service has been good, accuracy of invoicing, delivery of goods, claims dealt with promptly, no complaints or issues, other than unwanted posters.

- 8.3 MW stated that he is delighted that he still has the best driver.

Compared to twelve months ago, the supply chain service has improved considerably.

His paperwork had changed a short while ago and has got better with the omitted phone number being re-instated on the paperwork.

His only issue is that Firm Sale titles have been boxed out and needed to be chased up for credits.

He had to go and purchase copy of Betting Shop Display somewhere else due to not receiving his own full order of 2 copies.

9. Report on Complaints Resolved Via the PDF Help Line

- 9.1 All the complaints handled by the PDRP Help Line are conducted as a Stage 2 Customer Complaint. The Administrator informed the panel that there has been:

- 24 complaints received

	Stage 2	Stage 3	Total
Smith's News	12	5	17
Menzies	2	2	4
NPA	3	0	3

Breached of Standards – 25 Breaches

T&C	DT	O&S	SBR	RM	Invoice	VP	CS
1	12	3	0	1	1	2	5

10. Any Other Business

10.1 Dates for Meetings 2014

- 23/01/2014
- 15/05/2014
- 25/09/2014
- 27/11/2014

Time and venues to be confirmed.

Meeting closed at 12.40pm with thanks to the Chairman.

Date of Next Meeting

The next meeting will be held on Thursday 28th November 2013 at 11.am at the PPA Offices.

MEETING –26th September 2013 SUMMARY OF ACTIONS

Item	Action	By Whom
3.4	All stage 3 complaints need to be supported with the Stage 2 documents	MD/SN/DK
8.1	To forward a Stage 2 Complaint form to RG	DD
9.1	To forward retailer letter to BA re publishers sharing trunking	BA

Dates of Meetings for 2013

Date	Time	Venue	Comments
28.11.13	1.30pm	PPA Offices	