

Press Distribution Charter



Quarterly Report July to September 2021

Executive summary

In the period July to September 2021 a total of 49 completed Stage 2 complaint forms were processed generating 56 breaches to PDC standards. This is a significant year on year increase and once again highlights the increased retailer awareness of the complaints process post Charter relaunch, and the introduction of a new on-line model in April 2021.

	Q3 2020	Q3 2021
Number of completed Stage 2 forms	14	49
Number of Stage 2 Breaches	15	56
Number of complaints escalated to Stage 3	1	2

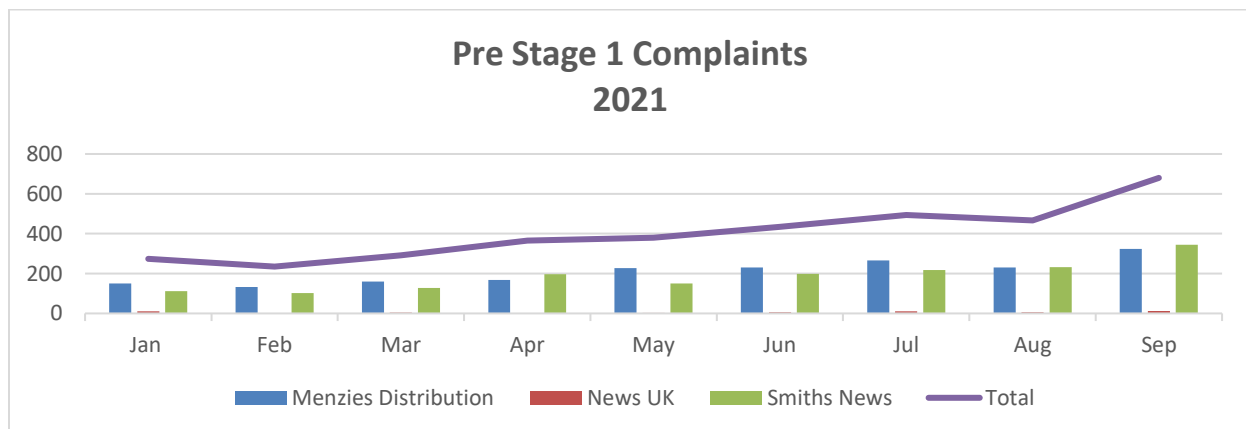
Complaints originated from 23 wholesale locations compared with 12 in the corresponding 2020 period. There were no complaints made against News UK or PPA.

Although 30 Stage 1 complaints were completed within the preferred 14-day timescale, 26 were completed outside of this timeframe, 10 of which were resolved outside of the 28-day time limit.

Wholesalers continue to provide statistics on all complaints received prior to any escalation to Stage 1.

Total pre-Stage 1 complaints received Jan -September 2021.

Wholesaler	Retailers	Complaints pre-Stage 1										% Retailers
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
Menzies Distribution	24,861	151	132	160	168	227	230	266	230	323	1,887	0.08
News UK	5,200	11	1	4	1	2	6	11	5	13	54	0.01
Smiths News	23,978	112	102	128	197	151	199	217	232	344	1,682	0.07
Total	54,039	274	235	292	366	380	435	494	467	680	3,623	0.07



The chart (and data) shows a steady increase in pre-Stage 1 complaints over the course of 2021, with a more significant rise during September.

For some time now the PDRP has been keen to better understand the pre-Stage 1 service challenges that retailers are experiencing, and wholesalers have (for genuine legacy reasons) differences in their categorisation of these issues. However, there are sufficient similarities in the wholesaler categorisation to enable a robust consolidation, and the following table consolidates pre formal complaints into generic categories.

Consolidated Pre-Stage 1 complaints January - September 2021

Generic category	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	YTD	% YTD
Deliveries (Timeliness)	68	45	79	106	158	161	204	171	252	1244	34%
Deliveries (Quality)	88	94	102	128	99	128	118	128	173	1058	29%
Returns	64	53	63	86	59	75	89	99	151	739	20%
Invoicing & Claims	11	16	14	19	17	12	27	33	27	176	5%
Order and Supply Management	17	13	17	18	24	38	18	7	11	163	4%
Voucher Processing	20	9	7	2	4	2	8	2	7	61	2%
Customer Service	6	4	6	5	8	15	26	23	52	145	4%
Others	0	1	4	2	11	4	4	4	7	37	1%
TOTALS	274	235	292	366	380	435	494	467	680	3623	100%

Clearly the dominant categories are delivery related, which have jointly accounted for over 60% of service issues through the majority of 2021. The current national driver shortage is likely to cause further challenges to these service standards.

The next section of this report shows summary data for breaches by standard, association, and timeliness. Detailed information by wholesale location is included in Appendix 1.

Summary Data

1. In period breaches by Standard

Totals	Standard										
	Terms & Conditions	Delivery Timeliness	Delivery Quality	Order & Supply	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	Total
Jul - Sept 21	0	39	8	3	4	1	1	0	0	0	56
Jul - Sept 20	0	6	0	0	0	7	2	0	0	0	15
Difference + / -	0	33	8	3	4	-6	-1	0	0	0	41

2. In period breaches by Association.

Association	Standard										
	Terms & Conditions	Delivery Timeliness	Delivery Quality	Order & Supply	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	Total
Jul - Sept 21											
Menzies	0	35	4	3	3	1	1	0	0	0	47
News UK/DTR	0	0	0	0	0	0	0	0	0	0	1
Smiths News	0	4	4	0	1	0	0	0	0	0	9
NMA	0	0	0	0	0	0	0	0	0	0	0
PPA	0	0	0	0	0	0	0	0	0	0	0
Total	0	39	8	3	4	1	1	0	0	0	56
Jul - Sept 20											
Menzies	0	5	0	0	0	0	0	0	0	0	5
News UK/DTR	0	0	0	0	0	0	0	0	0	0	0
Smiths News	0	1	0	0	0	7	2	0	0	0	10
NMA	0	0	0	0	0	0	0	0	0	0	0
PPA	0	0	0	0	0	0	0	0	0	0	0
Total	0	6	0	0	0	7	2	0	0	0	15

3. Timeliness of Stage 2

July – September 2021

Wholesaler/Publisher	Number of Complaints	Not completed in 28 days	Average time for completion (days)
Menzies	47	10	21.4
News UK DTR London	0	0	n/a
Smiths News	9	0	6.3

July – September 2020

Wholesaler/Publisher	Number of Complaints	Not completed in 28 days	Average time for completion (days)
Menzies	5	0	7.8
News UK DTR London	0	0	0
Smiths News	10	0	5.3
NMA	0	0	0

Appendix 1

Breaches by location July – September 2021

Wholesale Location	Standard										Total
	Terms & Conditions	Delivery Timeliness	Delivery Quality	Order & Supply Management	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	
Aberdeen		1									1
Ashford		1									1
Aylesford			1								1
Barnstable		1									1
Berwick		1									1
Birmingham			1								1
Bow		1			1	1					3
Dundee		2									2
Eastbourne		1									1
Grays		3									3
Hull		2	1	1							4
Ipswich		1									1
Lancing		1									1
Linwood		5									5
Maidstone		2									2
Milton Keynes			1								1
Peterborough					1						1
Preston		6		1			1				8
Sheffield		7		1							8
Stockport		2	2								4
Stockton		1	1		1						3
Wakefield					1						1
York		1	1								2
Total	0	39	8	3	4	1	1	0	0	0	56

Appendix 1: Continued

Breaches by location July – September 2020

Wholesale Location	Standard										
	Terms & Conditions	Delivery Timeliness	Delivery Quality	Order & Supply Management	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	Total
Birmingham						1					1
Bristol							1				1
Gloucester						1					1
Hammersmith						2					2
Hemel						1					1
Lancing		1									1
Linwood		1									1
Milton Keynes						1	1				2
SEL		1									1
Stockton		1									1
Taunton						1					1
Wakefield		2									2
Grand Total	0	6	0	0	0	7	2	0	0	0	15