

Press Distribution Charter



Quarterly Report April to June 2020

Executive summary

The current COVID-19 crisis and consequent economic lockdown has had a dramatic impact on the PDF complaints process with only 5 completed Stage 2 complaint forms processed during the period.

In addition, there was a single complaint escalated to Stage 3 at the end of the reporting period, which is in progress.

	Q2 2019	Q2 2020
Number of completed Stage 2 forms	29	5
Number of Stage 2 Breaches	29	5
Number of complaints escalated to Stage 3	2	1

It is worth noting that the complaints originated from 5 wholesale houses compared with 17 in the corresponding 2019 period. There were no complaints made against Menzies, NMA, NUK or PPA.

All 5 Stage 2 complaints were completed within the preferred 14-day timescale.

For consistency, this report contains the usual year on year comparisons, however, under the current circumstances the recent data is largely irrelevant.

Wholesalers continue to provide statistics on all complaints received prior to any escalation to Stage 2.

Total complaints received pre-Stage 2

Wholesaler	Customers	Jan	Feb	Mar	Apr	May	Jun	Monthly Average
MD	25,564	271	201	340	198	333	230	262
	%	1.1%	0.8%	1.3%	0.8%	1.3%	0.9%	1.0%
News UK	5,200	34	41	23	11	18	28	26
	%	0.7%	0.8%	0.4%	0.2%	0.3%	0.5%	0.5%
SN	25,385	726	742	999	563	678	795	751
	%	2.9%	2.9%	3.9%	2.2%	2.7%	3.1%	3.0%
Total	56,149	1031	984	1362	772	1029	1053	1039
	%	1.8%	1.8%	2.4%	1.4%	1.8%	1.9%	1.8%

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

Summary Data

1. In period breaches by Standard

Totals	Standard										
	Terms & Conditions	Delivery Timeliness	Delivery Quality	Order & Supply Management	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	Total
Apr - Jun 19	0	1	0	0	0	1	3	0	0	0	5
Apr - Jun 19	0	11	6	1	2	3	0	0	5	1	29
Difference + / -	0	-10	-6	-1	-2	-2	+3	0	-5	-1	-24

2. In period breaches by Association.

Association	Standard										
	Terms & Conditions	Delivery Timeliness	Delivery Quality	Order & Supply Management	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	Total
Apr - Jun 20											
Menzies	0	0	0	0	0	0	0	0	0	0	0
News UK/DTR	0	0	0	0	0	0	0	0	0	0	0
Smiths News	0	1	0	0	0	1	3	0	0	0	5
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	1	0	0	0	1	3	0	0	0	5
Apr - Jun 19											
Menzies	0	3	1	0	1	0	0	0	1	0	6
News UK/DTR	0	2	0	0	0	0	0	0	0	0	2
Smiths News	0	6	5	1	1	3	0	0	4	1	21
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	11	6	1	2	3	0	0	5	1	29

3. Timeliness of Stage 2

Apr - Jun 2020

Wholesaler/Publisher	Number of Complaints	Not completed in 28 days	Average time for completion (days)
DTR London	0	0	n/a
Menzies Distribution	0	0	n/.a
Smiths News	5	0	2.6

Apr - Jun 2019

Wholesaler/Publisher	Number of Complaints	Not completed in 28 days	Average time for completion (days)
DTR London	2	0	12
Menzies Distribution	6	0	11.8
Smiths News	21	0	9.7

Appendix 1

Breaches by branch April – June 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
Hornsey	0	0	0	0	0	0	1	0	0	0	1
Lancing	0	1	0	0	0	0	0	0	0	0	1
Slough	0	0	0	0	0	0	1	0	0	0	1
Southampton	0	0	0	0	0	0	1	0	0	0	1
Stevenage	0	0	0	0	0	0	1	0	0	0	1
Grand Total	0	1	0	0	0	1	3	0	0	0	5

Breaches by branch April – June 2019

Wholesale Location	Standard										
	Terms & Conditions	Delivery Timeliness	Delivery Quality	Order & Supply Management	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	Total
Ashford	0	1	0	0	0	0	0	0	1	0	2
Birmingham	0	2	1	0	0	1	0	0	0	0	4
DTR London	0	2	0	0	0	0	0	0	0	0	2
Exeter	0	0	1	0	0	0	0	0	0	0	1
Gloucester	0	0	0	0	0	0	0	0	1	0	1
Hemel Hempstead	0	2	0	0	0	1	0	0	0	1	4
Liverpool	0	0	0	0	0	0	0	0	1	0	1
Newmarket	0	0	0	1	0	0	0	0	0	0	1
Newport	0	0	0	0	0	1	0	0	0	0	1
Nottingham	0	0	2	0	0	0	0	0	0	0	2
Sheffield	0	0	1	0	0	0	0	0	0	0	1
Stevenage	0	1	0	0	0	0	0	0	2	0	3
Stockport	0	1	0	0	0	0	0	0	0	0	1
Stoke	0	0	1	0	0	0	0	0	0	0	1
Wakefield	0	0	0	0	1	0	0	0	0	0	1
Worcester	0	0	0	0	1	0	0	0	0	0	1
York	0	2	0	0	0	0	0	0	0	0	2
Grand Total	0	11	6	1	2	3	0	0	5	1	29