

# Press Distribution Charter



## Quarterly Report January to March 2019

### Executive summary

In the period January to March 2019 a total of 48 completed Stage 2 complaint forms were processed with 48 breaches to PDC standards.

The number of complaints escalated to Stage 3 was five. After a peak in Q2 2018, the number of Stage 3 complaints has settled to more typical levels.

	Q1 2018	Q1 2019
Number of completed Stage 2 forms	71	48
Number of Stage 2 Breaches	71	48
Number of complaints escalated to Stage 3	6	5

The Stage 2 complaints originated from 20 wholesale houses compared with 28 in the corresponding 2018 period. There were no complaints made against the PPA.

However, it should be noted that Smith News of Birmingham accounted for 14 (29%) of all Stage 2 complaints.

Whilst most Stage 2 complaints were completed within the preferred 14-day timescale a total of 12 took longer than 14 days, which is a disappointing 25% of the total.

During this period wholesalers have started providing statistics on all complaints received prior to any escalation to Stage 2. Whilst these statistics still require further refinement for consistency, they provide useful insight.

### Total complaints received

Wholesaler	Jan 2019	Feb 2019	Mar 2019
Menzies Distribution	446	492	473
Smiths News	516	476	464
<b>Total</b>	<b>962</b>	<b>968</b>	<b>937</b>

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
Jan - Mar 19	0	16	15	3	0	1	4	0	9	0	48
Jan - Mar 18	0	20	9	3	5	3	9	0	22	0	71
<b>Difference + / -</b>	<b>0</b>	<b>-4</b>	<b>6</b>	<b>0</b>	<b>-5</b>	<b>-2</b>	<b>-5</b>	<b>0</b>	<b>-13</b>	<b>0</b>	<b>-23</b>

### 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
<b>Jan - Mar 19</b>											
Menzies	0	3	0	0	0	0	0	0	1	0	4
News UK/DTR	0	3	0	0	0	0	0	0	0	0	3
Smiths News	0	10	15	3	0	1	4	0	8	0	41
NMA	0	0	0	0	0	0	0	0	0	0	0
PPA	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>16</b>	<b>15</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>4</b>	<b>0</b>	<b>9</b>	<b>0</b>	<b>48</b>
<b>Jan - Mar 18</b>											
Menzies	0	4	0	0	1	0	0	0	0	0	5
News UK/DTR	0	0	0	0	0	0	1	0	0	0	1
Smiths	0	16	9	3	4	3	8	0	22	0	65
NMA	0	0	0	0	0	0	0	0	0	0	0
PPA	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>20</b>	<b>9</b>	<b>3</b>	<b>5</b>	<b>3</b>	<b>9</b>	<b>0</b>	<b>22</b>	<b>0</b>	<b>71</b>

### 3. Timeliness of Stage 2

#### January – March 2019

Wholesaler/Publisher	Number of Complaints	Not completed in 28 days	Average time for completion (days)
DTR London	3	0	2.7
Menzies Distribution	4	3	16.0
Smiths News	41	9	9.4

#### January – March 2018

Wholesaler/Publisher	Number of Complaints	Not completed in 28 days	Average time for completion (days)
DTR London	1	0	2
Menzies Distribution	5	1	22.7
Smiths News	65	3	7.8

## Appendix 1

### Breaches by branch January – March 2019

Wholesale Location	Standard										Total
	Terms & Conditions	Delivery Timeliness	Delivery Quality	Order & Supply Management	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	
Birmingham	0	4	6	1	0	1	0	0	2	0	14
Croydon	0	1	0	0	0	0	0	0	0	0	1
Gloucester	0	1	0	0	0	0	0	0	0	0	1
Hemel Hempstead	0	0	0	0	0	0	0	0	1	0	1
Hornsey	0	0	0	1	0	0	0	0	0	0	1
Hull	0	1	0	0	0	0	0	0	0	0	1
Linwood	0	1	0	0	0	0	0	0	0	0	1
Maidstone	0	1	0	0	0	0	0	0	0	0	1
Milton Keynes	0	0	1	0	0	0	0	0	2	0	3
Newport	0	1	0	0	0	0	1	0	1	0	3
News UK / DTR	0	3	0	0	0	0	0	0	0	0	3
Nottingham	0	0	1	1	0	0	0	0	0	0	2
Sheffield	0	0	0	0	0	0	0	0	1	0	1
Shrewsbury	0	0	2	0	0	0	0	0	0	0	2
Slough	0	0	2	0	0	0	0	0	0	0	2
Stevenage	0	1	0	0	0	0	0	0	0	0	1
Stockport	0	0	2	0	0	0	0	0	0	0	2
Wednesbury	0	0	0	0	0	0	3	0	1	0	4
Worcester	0	0	1	0	0	0	0	0	1	0	2
Yeovil	0	2	0	0	0	0	0	0	0	0	2
<b>Total</b>	<b>0</b>	<b>16</b>	<b>15</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>4</b>	<b>0</b>	<b>9</b>	<b>0</b>	<b>48</b>

## Appendix 1 cont.

### Breaches by branch January – March 2018

Wholesale Location	Standard										Total
	Terms & Conditions	Delivery Timeliness	Delivery Quality	Order & Supply	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	
Aberdeen	0	1	0	0	0	0	0	0	0	0	1
Birmingham	0	2	1	0	0	0	0	0	1	0	4
Bristol	0	1	0	0	0	0	0	0	0	0	1
Croydon	0	2	0	0	0	0	0	0	0	0	2
Exeter	0	0	0	0	0	0	0	0	1	0	1
Gloucester	0	0	1	0	0	1	0	0	0	0	2
Hammersmith	0	0	0	0	0	1	0	0	0	0	1
Hemel Hempstead	0	2	1	2	3	0	0	0	3	0	11
Inverness	0	1	0	0	0	0	0	0	0	0	1
Leicester	0	1	0	0	0	0	0	0	0	0	1
Liverpool	0	0	0	0	0	0	0	0	1	0	1
Milton Keynes	0	0	1	0	0	0	0	0	0	0	1
Newcastle	0	0	1	0	0	0	0	0	1	0	2
Newmarket	0	0	0	0	0	0	0	0	1	0	1
Newport	0	0	2	0	0	0	1	0	2	0	5
News UK / DTR	0	0	0	0	0	0	1	0	0	0	1
Nottingham	0	1	0	0	0	0	0	0	1	0	2
Reading	0	1	0	0	0	0	0	0	2	0	3
SEL	0	1	0	0	0	0	0	0	0	0	1
Slough	0	1	0	0	0	0	0	0	0	0	1
Stevenage	0	0	0	1	0	0	0	0	1	0	2
Stockport	0	3	0	0	0	1	0	0	2	0	6
Stockton	0	1	0	0	0	0	0	0	0	0	1
Stoke	0	1	2	0	0	0	0	0	0	0	3
Warrington	0	0	0	0	0	0	0	0	2	0	2
Wednesbury	0	1	0	0	1	0	7	0	3	0	12
Worcester	0	0	0	0	0	0	0	0	1	0	1
York	0	0	0	0	1	0	0	0	0	0	1
<b>Total</b>	<b>0</b>	<b>20</b>	<b>9</b>	<b>3</b>	<b>5</b>	<b>3</b>	<b>9</b>	<b>0</b>	<b>22</b>	<b>0</b>	<b>71</b>