

Press Distribution Charter



Quarterly Report January to March 2020

Executive summary

In the period January to March 2020 a total of only 14 completed Stage 2 complaint forms were processed with 15 breaches to PDC standards. This represents the fewest number of quarterly recorded complaints since 2014. The current COVID-19 crisis is immensely damaging for all parties in the newstrade; however, the level of complaints is significantly reduced despite the impact of the lockdown which triggered in March.

The number of complaints escalated to Stage 3 was only one which remained in progress at the end of March.

	Q1 2019	Q1 2020
Number of completed Stage 2 forms	48	14
Number of Stage 2 Breaches	48	15
Number of complaints escalated to Stage 3	5	1

The Stage 2 complaints originated from 11 wholesale houses compared with 20 in the corresponding 2019 period. There were no complaints made against Menzies or the PPA.

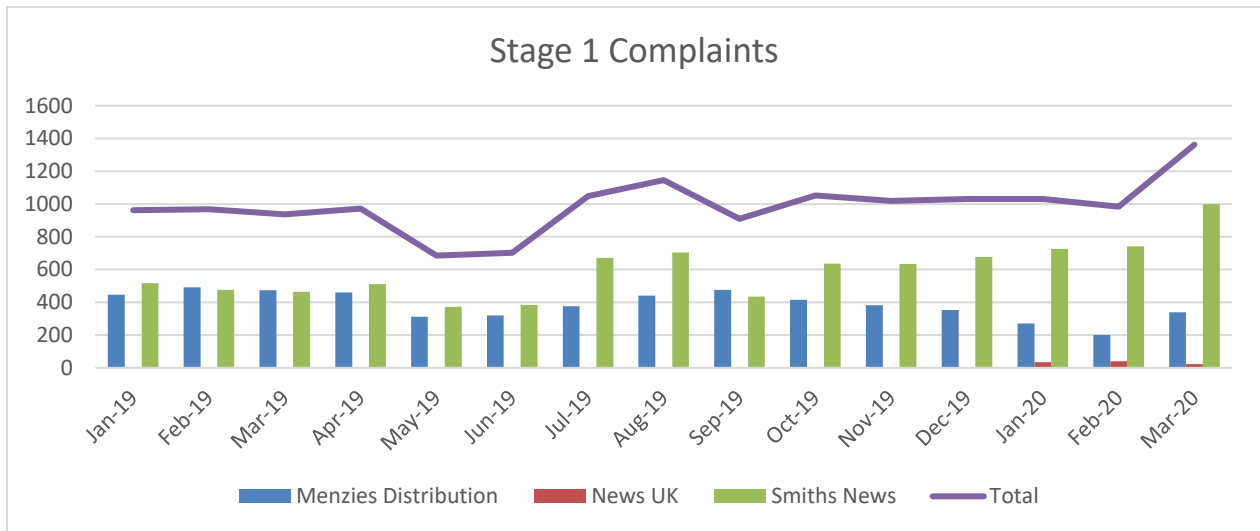
All but one Stage 2 complaints were completed within the preferred 14-day timescale.

Total Stage 1 complaints received January to March 2020

Wholesaler	Customers	Jan 20	Feb 20	Mar 20	Monthly Average
MD	25,564	271	201	340	271
	%	1.1%	0.8%	1.3%	1.1%
News UK	5,200	34	41	23	33
	%	0.7%	0.8%	0.4%	0.6%
SN	25,385	726	742	999	822
	%	2.9%	2.9%	3.9%	3.2%
Total	56,149	1031	984	1362	1126
	%	1.8%	1.8%	2.4%	2.0%

NB: The data now includes News UK complaints

Stage 1 Complaints received to January 2019 to date



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										Total
	Terms & Conditions	Delivery Timeliness	Delivery Quality	Order & Supply Management	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	
Jan - Mar 20	0	3	4	1	0	2	1	0	3	1	15
Jan - Mar 19	0	16	15	3	0	1	4	0	9	0	48
Difference + / -	0	-13	-11	-2	0	1	-3	0	-6	1	-33

2. In period breaches by Association.

Association	Standard										Total
	Terms & Conditions	Delivery Timeliness	Delivery Quality	Order & Supply Management	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	
Jan - Mar 20											
Menzies	0	0	0	0	0	0	0	0	0	0	0
News UK/DTR	0	2	0	0	0	0	0	0	0	0	2
Smiths News	0	1	4	1	0	2	1	0	3	1	13
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	3	4	1	0	2	1	0	3	1	15
Jan - Mar 19											
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	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
Total	0	16	15	3	0	1	4	0	9	0	48

3. Timeliness of Stage 2

January – March 2020

Wholesaler/Publisher	Number of Complaints	Not completed in 28 days	Average time for completion (days)
DTR London	2	0	1.5
Menzies Distribution	0	0	0.0
Smiths News	13	1	5.1

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

Appendix 1

Breaches by branch January – March 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
Bodmin			1								1
Bristol		1	1								2
DTR London		2									2
Exeter							1				1
Gloucester			1								1
Hemel									1		1
Lincoln									1		1
Milton Keynes			1			1			1		3
Shrewsbury										1	1
Worcester						1					1
Total	0	3	4	1	0	2	1	0	3	1	15

Appendix 1 cont.

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
Total	0	16	15	3	0	1	4	0	9	0	48