



# Press Distribution Charter

## Quarterly Report July to September 2019

### Executive summary

In the period July to September 2019 a total of 25 completed Stage 2 complaint forms were processed generating 25 breaches to PDC standards. This represents a significant decrease compared to the same period in 2018 and is the lowest volume of Stage 2 complaints for some years.

A total of 3 complaints progressed to Stage 3.

	Q3 2018	Q3 2019
Number of completed Stage 2 forms	62	25
Number of Stage 2 Breaches	62	25
Number of complaints escalated to Stage 3	5	3

Complaints originated from 16 wholesale locations compared with 27 in the corresponding 2018 period. There were no complaints made against the PPA.

In total 18 Stage 2 complaints were completed within the preferred 14-day timescale; all but one was completed within the 28-day time limit.

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

### Total complaints received pre-Stage 2

Wholesaler*	Customers (Sept)	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Monthly Average
<b>Menzies Dist.</b>	25,564	446	492	473	461	312	319	377	441	475	<b>422</b>
	%	1.7%	1.9%	1.9%	1.8%	1.2%	1.2%	1.5%	1.7%	1.9%	<b>1.6%</b>
<b>Smiths News</b>	26,817	516	476	464	511	373	384	672	705	435	<b>504</b>
	%	1.9%	1.8%	1.7%	1.9%	1.4%	1.4%	2.5%	2.6%	1.6%	<b>1.9%</b>
<b>Total</b>	<b>52,381</b>	<b>962</b>	<b>968</b>	<b>937</b>	<b>972</b>	<b>685</b>	<b>703</b>	<b>1,049</b>	<b>1,146</b>	<b>910</b>	<b>926</b>
	%	<b>1.8%</b>	<b>1.8%</b>	<b>1.8%</b>	<b>1.9%</b>	<b>1.3%</b>	<b>1.3%</b>	<b>2.0%</b>	<b>2.2%</b>	<b>1.7%</b>	<b>1.8%</b>

\*Data from News UK is awaited.

Overall the level of monthly complaints per month between Menzies and Smiths is consistent with a combined average of 1.8% of retailers per month raising an initial (Stage1) complaint.

Current categorisation of these complaints within the different wholesaler systems is not aligned and the PDRP is keen to work with wholesale to provide a consistent approach; however, there are some broad similarities within current categorisations, notably:

<b>Wholesaler</b>	<b>Category of complaints</b>	<b>% of total complaints YTD</b>
Menzies Distribution	Delivery Timeliness	42%
	Returns Management	25%
	Delivery Quality	14%
Smiths News	Returns	24%
	Delivery Timeliness	19%
	Delivery Quality	16%
	Supplies	12%

Future reporting will aim to provide further detail of the categories of complaints received pre-Stage 2.

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 Management	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	Total
Jul - Sept 19	1	17	0	2	0	2	2	0	1	0	25
Jul - Sept 18	0	26	9	1	3	2	7	0	14	0	62
Difference + / -	1	-13	-9	0	-3	-1	-5	0	-13	0	-37

### 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>Jul - Sept 19</b>											
Menzies	1	9	0	0	0	1	0	0	0	0	11
News UK/DTR	0	5	0	1	0	0	0	0	0	0	6
Smiths News	0	2	0	1	0	1	2	0	1	0	7
NMA (Telegraph)	0	1	0	0	0	0	0	0	0	0	1
PPA	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>1</b>	<b>17</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>25</b>
<b>Jul - Sept 18</b>											
Menzies	0	4	0	0	0	0	0	0	0	0	4
News UK/DTR	0	1	0	0	1	0	0	0	0	0	2
Smiths News	0	18	9	1	2	2	7	0	14	0	53
NMA	0	3	0	0	0	0	0	0	0	0	3
PPA	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>26</b>	<b>9</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>7</b>	<b>0</b>	<b>14</b>	<b>0</b>	<b>62</b>

### 3. Timeliness of Stage 2

July – September 2019

<b>Wholesaler/Publisher</b>	<b>Number of Complaints</b>	<b>Not completed in 28 days</b>	<b>Average time for completion (days)</b>
Menzies	11	0	3
News UK DTR London	6	1	16.3
Smiths News	7	0	7.4
NMA (Telegraph)	1	0	6

July – September 2018

<b>Wholesaler/Publisher</b>	<b>Number of Complaints</b>	<b>Not completed in 28 days</b>	<b>Average time for completion (days)</b>
Menzies	4	0	4.8
News UK DTR London	2	0	2
Smiths News	53	1	8.5
NMA	3	0	4.3

## Appendix 1

### Breaches by location July – September 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
Birmingham		1									1
Bournemouth		1									1
DTR London		5		1							6
Grays		1									1
Hemel Hempstead						1					1
Newbridge		1									1
Newcastle									1		1
Redruth							1				1
Redruth							1				1
SEL	1	1									2
Sheffield						1					1
Stockport		1									1
Stockton		3									3
Wakefield		1									1
Worcester				1							1
York		2									2
<b>Grand total</b>	<b>1</b>	<b>17</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>25</b>

## Appendix 1: Continued

### Breaches by location July – September 2018

Wholesale Location	Standard										
	Terms & Conditions	Delivery Timeliness	Delivery Quality	Order & Supply	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	Total
Birmingham	0	2	3	0	1	0	0	0	3	0	9
Bournemouth	0	3	0	0	0	0	0	0	0	0	3
Gloucester	0	0	0	0	0	0	0	0	2	0	2
Hammersmith	0	1	0	0	0	0	0	0	0	0	1
Hemel Hempstead	0	3	0	0	0	1	0	0	1	0	5
Hornsey	0	0	1	0	0	0	0	0	0	0	1
Leicester	0	0	0	0	0	0	0	0	1	0	1
Milton Keynes	0	2	0	0	0	0	0	0	2	0	4
NAC (SN)	0	0	0	0	0	1	0	0	0	0	1
Newcastle	0	1	0	0	0	0	0	0	0	0	1
Newport	0	1	0	0	0	0	0	0	0	0	1
News UK DTR London	0	1	0	0	1	0	0	0	0	0	2
Nottingham	0	1	1	0	0	0	1	0	0	0	3
Peterborough	0	1	0	0	0	0	0	0	0	0	1
Preston	0	2	0	0	0	0	0	0	0	0	2
Reading	0	0	1	0	0	0	0	0	1	0	2
Sales Centre (SN)	0	0	0	1	0	0	0	0	0	0	1
Sheffield	0	1	0	0	0	0	0	0	0	0	1
Slough	0	0	1	0	0	0	0	0	1	0	2
Stevenage	0	1	0	0	0	0	0	0	0	0	1
Stockport	0	1	1	0	0	0	0	0	1	0	3
Stockton	0	1	0	0	0	0	0	0	0	0	1
Stoke	0	1	1	0	0	0	0	0	0	0	2
Warrington	0	1	0	0	0	0	0	0	1	0	2
Wednesbury	0	0	0	0	1	0	6	0	0	0	7
Worcester	0	0	0	0	0	0	0	0	1	0	1
Yeovil	0	2	0	0	0	0	0	0	0	0	2
<b>Total</b>	0	26	9	1	3	2	7	0	14	0	62