



Quarterly Report October to December 2020

Executive summary

In the period October to December 2020 a total of 21 completed Stage 2 complaint forms were submitted with 22 breaches to PDC standards. The number of complaints escalated to Stage 3 was nil.

| | Q4 2019 | Q4 2020 |
|---|---------|---------|
| Number of completed Stage 2 forms | 51 | 21 |
| Number of Stage 2 Breaches | 60 | 22 |
| Number of complaints escalated to Stage 3 | 3 | 0 |

The Stage 2 complaints originated from 16 wholesale houses compared with 24 in the corresponding 2019 period. There were no complaints made against the PPA.

Whilst most Stage 2 complaints were completed within the preferred 14-day timescale a total of 8 took longer than 14 days.

Whilst wholesalers continue to provide statistics on all complaints received prior to any escalation to Stage 2, a recent change in reporting at SN has resulted in a significant inconsistency in outputs. This change is for genuine technical and process reasons.

To avoid inconsistency the Stage 1 data has been excluded from this report.

The general view of the PDRP is that greater transparency of all retailer complaints prior to any formal escalation provides useful insight into the performance of the Newspaper and Magazine supply chain. It is hoped that an agreed reporting output can be agreed for inclusion in future reports.

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 |
| Oct - Dec 20 | 0 | 13 | 2 | 0 | 0 | 2 | 2 | 0 | 3 | 0 | 22 |
| Oct - Dec 19 | 0 | 26 | 13 | 4 | 1 | 11 | 2 | 0 | 3 | 0 | 60 |
| Difference + / - | 0 | -13 | -11 | -4 | -1 | -9 | 0 | 0 | 0 | 0 | -38 |

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 |
| Oct - Dec 20 | | | | | | | | | | | |
| Menzies | 0 | 9 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 9 |
| News UK/DTR | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Smiths News | 0 | 2 | 2 | 0 | 0 | 2 | 2 | 0 | 3 | 0 | 11 |
| NMA (Reach) | 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 | 13 | 2 | 0 | 0 | 2 | 2 | 0 | 3 | 0 | 22 |
| Oct - Dec 19 | | | | | | | | | | | |
| Menzies | 0 | 5 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 7 |
| News UK/DTR | 0 | 2 | 2 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 6 |
| Smiths News | 0 | 13 | 11 | 2 | 0 | 10 | 2 | 0 | 3 | 0 | 41 |
| NMA (Reach) | 0 | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 6 |
| PPA | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 0 | 26 | 13 | 4 | 1 | 11 | 2 | 0 | 3 | 0 | 60 |

3. Timeliness of Stage 2

Oct – Dec 2020

| Wholesaler/Publisher | Number of Complaints | Not completed in 28 days | Average time for completion (days) |
|----------------------|----------------------|--------------------------|------------------------------------|
| Menzies | 9 | 0 | 19.8 |
| News UK DTR London | 2 | 0 | 5.5 |
| Smiths News | 11 | 0 | 3.6 |

Oct – Dec 2019

| Wholesaler/Publisher | Number of Complaints | Not completed in 28 days | Average time for completion (days) |
|----------------------|----------------------|--------------------------|------------------------------------|
| Menzies | 7 | 0 | 14 |
| News UK DTR London | 6 | 0 | 7 |
| Smiths News | 41 | 0 | 5.9 |
| NMA (Reach) | 6 | 0 | 5 |

Appendix 1

Breaches by branch October – December 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 |
| Bodmin | | | | | | | 1 | | | | 1 |
| Bow | | 1 | | | | | | | | | 1 |
| DTR London | | 2 | | | | | | | | | 2 |
| Dundee | | 1 | | | | | | | | | 1 |
| Hemel | | | | | | | | | 1 | | 1 |
| Hornsey | | | | | | | | | 1 | | 1 |
| Lancing | | 1 | | | | | | | | | 1 |
| Leicester | | | | | | 1 | | | 1 | | 2 |
| Linwood | | 2 | | | | | | | | | 2 |
| Preston | | 1 | | | | | | | | | 1 |
| Sheffield | | 1 | | | | | | | | | 1 |
| Slough | | | 1 | | | | 1 | | | | 2 |
| Southampton | | 1 | | | | | | | | | 1 |
| Stockton | | 1 | | | | | | | | | 1 |
| Taunton | | | 1 | | | 1 | | | | | 2 |
| Wakefield | | 2 | | | | | | | | | 2 |
| Grand Total | 0 | 13 | 2 | 0 | 0 | 2 | 2 | 0 | 3 | 0 | 22 |

Appendix 1 cont.

Breaches by branch October – December 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 | |
| Croydon | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Birmingham | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 2 |
| Bournemouth | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 |
| Bristol | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Crawley | 0 | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 6 |
| DTR London | 0 | 2 | 2 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 6 |
| Gloucester | 0 | 1 | 2 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 4 |
| Hemel Hempstead | 0 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 |
| Hornsey | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Hull | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Linwood | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Milton Keynes | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 1 | 0 | 4 |
| Newport | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 3 |
| Oxford | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Peterborough | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Reading | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 2 |
| SEL | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Slough | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Southampton | 0 | 0 | 1 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 3 |
| Stevenage | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 2 |
| Stockport | 0 | 4 | 2 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 8 |
| Stockton | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Wakefield | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 2 |
| Wednesbury | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 |
| Total | 0 | 26 | 13 | 4 | 1 | 11 | 2 | 0 | 3 | 0 | 60 |