



## **Press Distribution Charter**

### **Report 01/02/2014 – 30/04/2014**

During the three month period between 1<sup>st</sup> February 2014 and 30<sup>th</sup> April 2014 a total of 26 PDC Stage 2 complaint forms were submitted generating a total of 48 breaches of PDC standards. The complaints originated from 18 wholesale houses.

During this period there was 1 complaint escalated to Stage 3.

During the period under review there were in excess of 12 complaints resolved via the PDF helpline. During the corresponding period last year there were 54 telephone resolutions.

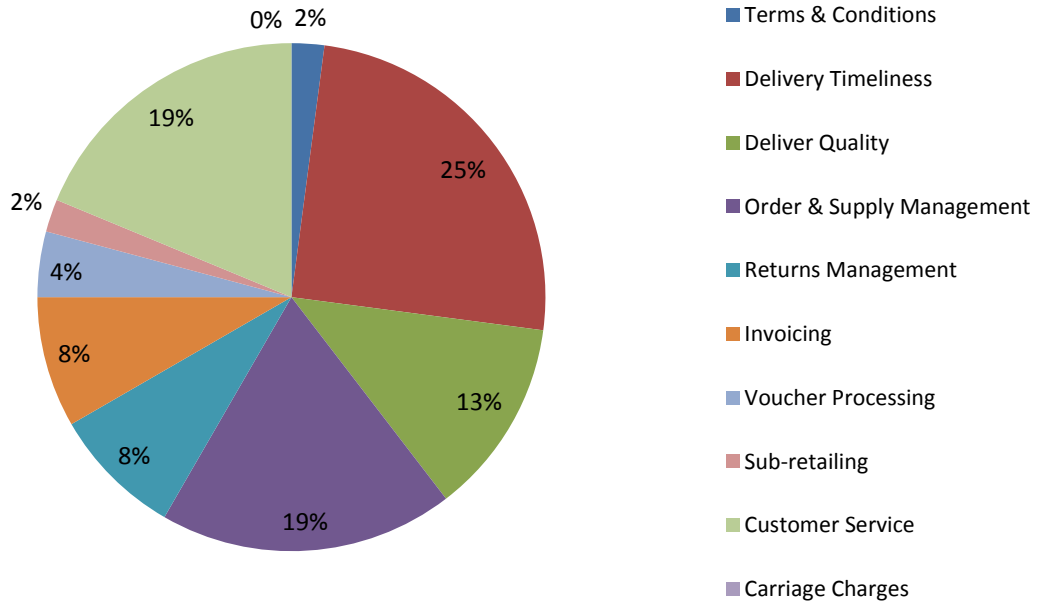
In the corresponding period last year there were a total of 21 PDC Stage 2 complaints that generated 30 failures to meet PDC standards. The complaints originated from 13 wholesale houses.

### **Complaints by Standard**

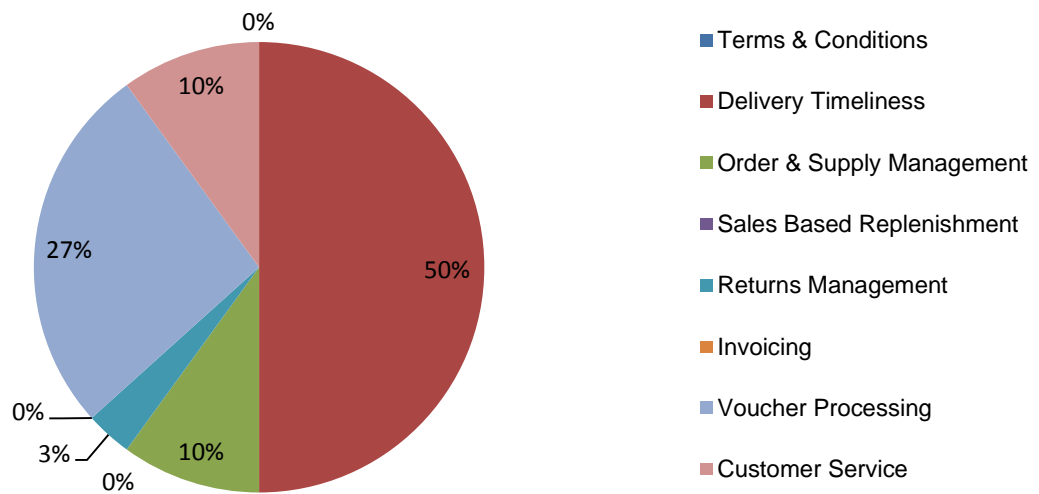
Of the 48 failures that were reported 1 related to Terms & Conditions, 12 Delivery Timeliness, 6 Delivery Quality, 9 Order and Supply Management, 4 Returns Management, 4 Invoicing, 2 Voucher Processing, 1 Sub-retailing, 9 Customer Service and 0 Carriage Charges.

Between 01/02/2013 and 30/04/2013 of the 30 failures, 0 related to Terms & Conditions, 15 Delivery Timeliness, 3 Order & Supply Management, 0 Sales Based Replenishment, 1 Returns Management, 0 Invoicing, 8 Voucher Processing and 3 Customer Services.

## Complaints by Standard 1/02/2014 - 30/04/2014



## Complaints by Standard 1/2/2013 - 30/4/2013

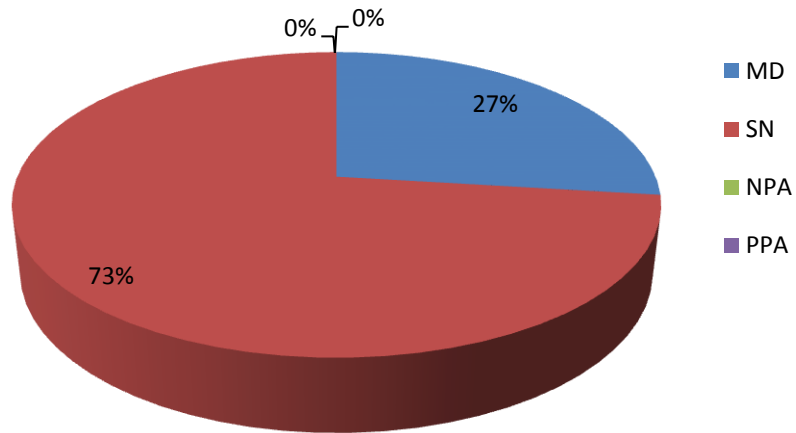


## Complaints by Company/Association

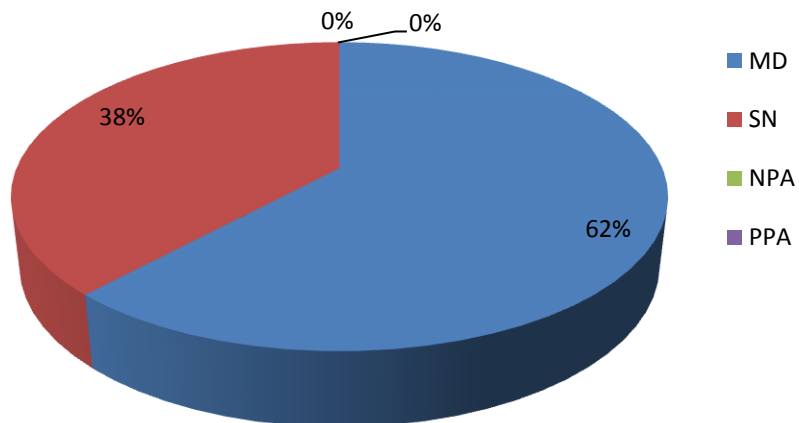
Menzies Distribution dealt with 7 Stage 2 complaints and Smiths News 19. There were no complaints made against newspaper publishers or magazine publishers/distributors.

In the same period last year Menzies Distribution had 13 Stage 2 complaints made against them and Smiths News 8. There were no complaints recorded against newspaper publishers or magazine publishers/distributors.

**Complaints By Wholesaler/Publisher  
01/02/2014 - 30/04/2014**



**Complaints By Wholesaler/Publisher  
1/02/2013 - 30/04/2013**



## Type of Complaint by Branch

Wholesaler/ Publisher	Area	T. & C.	Del. T.	Del. Q.	Ord. & Supp.	R M.	Inv.	V. P.	Sub. Ret.	C. S.	C. C.
Menzies	Maidstone		1		1						
Dist.	SE London		2	1		1					
	Sheffield	1	2								
	Swansea				1						
Smiths	Bodmin		1		1						
News	Borehamwood				1		1			1	
	Croydon		1	1	1						
	Exeter				1			1			
	Hornsey		2	1		1				1	
	Newport				1					1	
	Northampton									2	
	Nottingham				1	1	1			1	
	Oxford		1							1	
	Peterborough			1							
	Plymouth		1								
	Redruth			1						1	
	Southampton						1			1	
	Stockport		1	1	1	1	1	1	1		

\*NB Numbers indicate breaches of Press Distribution Charter complaints and therefore include multiple complaints

The corresponding table for the period 1/02/2013 - 30/04/2013 is as follows:

Wholesaler/ Publisher	Area	Terms & Cond.	Delivery Time	Order & Supply	S.B.R.	Returns Manag.	Invoice	Voucher Process	Cust. Serv.
Menzies	Ipswich							1	
Dist.	Maidstone		0	1					
	Newbridge		1						
	Preston		2					1	
	S E London							1	
	Sheffield		5	1		1		5	
Smiths	Bridlington		1						1
News	Bristol		2						
	Oxford		1						
	Reading		1						
	Slough			1					1
	S/ampton		1						1
	Stevenage		1						

\*NB Numbers indicate breaches of Press Distribution Charter complaints and therefore include multiple complaints

## Timeliness of Stage 2 Process

The Press Distribution Charter provides that Stage 2 complaints should normally be completed within 14 days, but no longer than a maximum of 28 days. The table below records the average time it took for completion of Stage 2 Complaints.

Wholesaler/Publisher	Number of Complaints	Not completed in 28 days	Average Time for Completion
Menzies Distribution	7	2	22.43
Smiths News	19	3	14.27

Timeliness last year was as follows:

Wholesaler/Publisher	Number of Complaints	Not completed in 28 days	Average Time for Completion
Menzies Distribution	13	1	13.46
Smiths News	8	0	4.75

## Comment

This quarter's statistics reveal a deterioration in the wholesale performance handling of Stage 2 complaints. An unacceptable number of complaints were not dealt with in the 28 days prescribed by the Charter and the average completion time has increased considerably. Menzies Distribution and Smiths News are urged to take a careful look at the situation and put steps in place to remedy the problem.

Despite, constant reminders and references in the Quarterly Reports some of the supply chain partners seem incapable of subscribing to the discipline required in order to monitor the Stage 2 Complaint data. The monitoring of the Press Distribution Charter complaint process is essential to the self regulation process and vital to its transparency. The issue is, once again, referred back to the Press Distribution Forum.

The Quality Assurance process referred to in the last report has been agreed and will be put into practice in the near future.

Work continues on harmonising restitution awarded at Stage 2 of the complaints process. It is to be hoped that a transparent and uniform 'tariff' can be agreed thereby clarifying the amount of restitution a retailer might be awarded at Stage 2. This will bring about consistency and manage retail expectation.

Under the terms of the Press Distribution Review Panel constitution the member's term of office has expired and existing members must be reappointed or new individuals appointed in their place for a new term. The retail members can be nominated by a PDF trade association or selected from those retailers who have submitted a written application for the position following the posts being advertised.

In accordance with the constitution, advertisements will soon be placed in the trade press inviting retailers to apply. If any retailers are interested in serving on the panel they are invited to contact the PDRP Administrator in order to request an application form. She may be contacted by telephone (0843 289 3967) or email at [admin@pressdistributionforum.com](mailto:admin@pressdistributionforum.com)

**Neil Robinson**  
**Chairman – Press Distribution Review Panel**  
**16/06/2014**