



Press Distribution Charter

Report 01/05/2014 – 31/07/2014

During the three month period between 1st May 2014 and 31st July 2014 a total of 36 PDC Stage 2 complaint forms were submitted generating 61 breaches of PDC standards. The complaints originated from 20 wholesale houses.

During this period there was 6 complaint escalated to Stage 3.

During the period under review there were in excess of 18 complaints resolved via the PDF helpline. During the corresponding period last year there were 19 telephone resolutions.

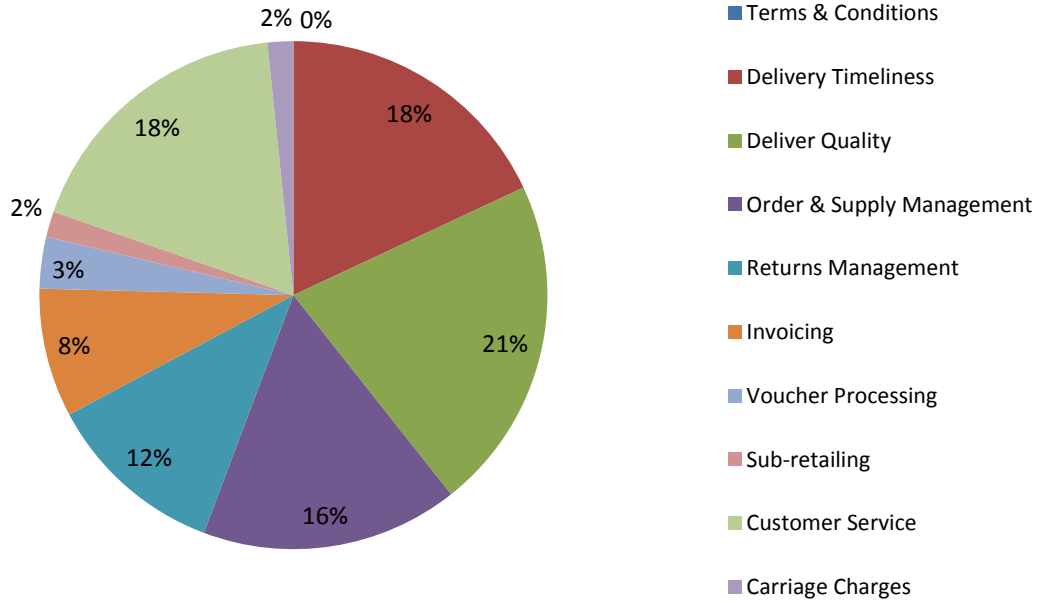
In the corresponding period last year there were a total of 17 PDC Stage 2 complaints that generated 27 failures to meet PDC standards. The complaints originated from 12 wholesale houses.

Complaints by Standard

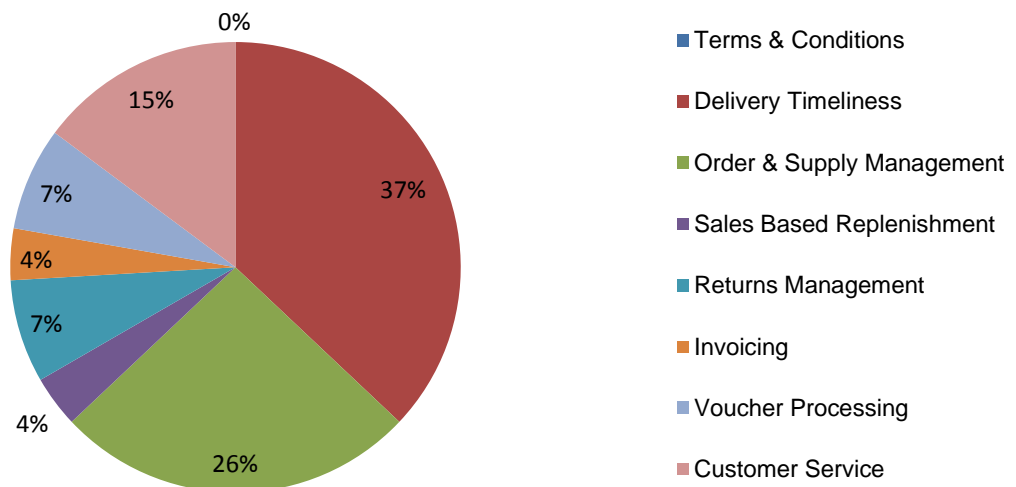
Of the 61 failures that were reported 0 related to Terms & Conditions, 11 Delivery Timeliness, 13 Delivery Quality, 10 Order and Supply Management, 7 Returns Management, 5 Invoicing, 2 Voucher Processing, 1 Sub-retailing, 11 Customer Service and 1 Carriage Charges.

Between 01/05/2013 and 31/07/2013 of the 27 failures, 0 related to Terms & Conditions, 10 Delivery Timeliness, 7 Order & Supply Management, 1 Sales Based Replenishment, 2 Returns Management, 1 Invoicing, 2 Voucher Processing and 4 Customer Services.

Complaints by Standard 01/05/2014 - 31/07/2014



Complaints by Standard 01/5/2013 - 31/7/2013

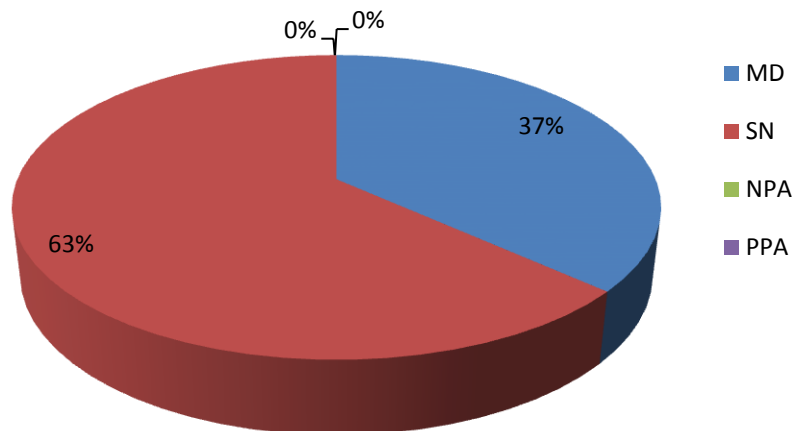


Complaints by Company/Association

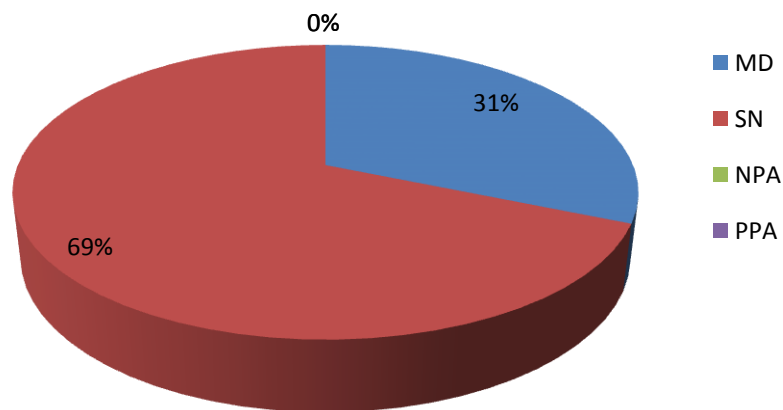
Menzies Distribution dealt with 11 Stage 2 complaints, Smiths News 24 and News UK 1. There were no complaints made against newspaper publishers or magazine publishers/distributors.

In the same period last year Menzies Distribution had 5 Stage 2 complaints made against them and Smiths News 12. There were no complaints recorded against newspaper publishers or magazine publishers/distributors.

**Complaints By Wholesaler/Publisher
01/05/2014 - 31/07/2014**



**Complaints By Wholesaler/Publisher
1/05/2013 - 31/07/2013**



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 | Ipswich | | | | 1 | | | | | | |
| Dist. | Linwood | | | | 1 | | | | | | |
| | Maidstone | | 1 | | | 1 | | | | 2 | |
| | Sheffield | | 1 | 2 | 1 | 1 | | | | | 1 |
| | York | | | 1 | | | | | | | |
| | | | | | | | | | | | |
| Smiths | Birmingham | | 1 | 1 | 1 | | 1 | | | | |
| News | Borehamwood | | | 1 | 2 | | 1 | | | 2 | |
| | Exeter | | 1 | | | | 1 | | | 1 | |
| | Hammersmith | | 2 | 1 | | 3 | | | 1 | 3 | |
| | Hornsey | | 1 | | | | | | | | |
| | Liverpool | | 1 | | | 1 | | | | | |
| | Northampton | | | 1 | 1 | | | | | | |
| | Oxford | | | 1 | 1 | | | | | | |
| | Plymouth | | | 1 | | | 1 | | | | |
| | Reading | | 1 | | | | | | | | |
| | Slough | | 1 | 1 | | | | 1 | | | |
| | Stockport | | | | | | | | | 1 | |
| | Wednesbury | | | 2 | 2 | | 1 | | | 2 | |
| | Yeovil | | 1 | 1 | | 1 | | | | | |
| | | | | | | | | | | | |
| News UK | London | | | | | | | 1 | | | |

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

The corresponding table for the period 1/05/2013 - 31/07/2013 is as follows:

| Wholesaler/ Publisher | Area | Terms & Cond. | Delivery Time | Order & Supply | S.B.R. | Returns Manag. | Invoice | Voucher Process. | Cust. Serv. |
|--------------------------|-----------|---------------------|------------------|-------------------|--------|-------------------|---------|---------------------|----------------|
| Menzies | Maidstone | | 1 | | | | | | |
| Dist. | Preston | | 1 | | | | | | |
| | Sheffield | | 2 | | 1 | 1 | | 1 | |
| | Swansea | | 1 | | | | | | |
| | | | | | | | | | |
| Smiths | B/Ham | | 1 | | | | | | |
| News | Hornsey | | | 1 | | | 1 | | 1 |
| | Newmarket | | | | | | | | 1 |
| | P/Borough | | | 1 | | | | | |
| | Reading | | 1 | | | | | | |
| | Slough | | 1 | 3 | | 1 | | 1 | |
| | Stockport | | 1 | 1 | | | | | 1 |
| | Wimbledon | | 1 | 1 | | | | | 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 | 11 | 2 | 12.45 |
| Smiths News | 24 | 1 | 8.67 |
| News UK | 1 | 0 | 7 |

Timeliness last year was as follows:

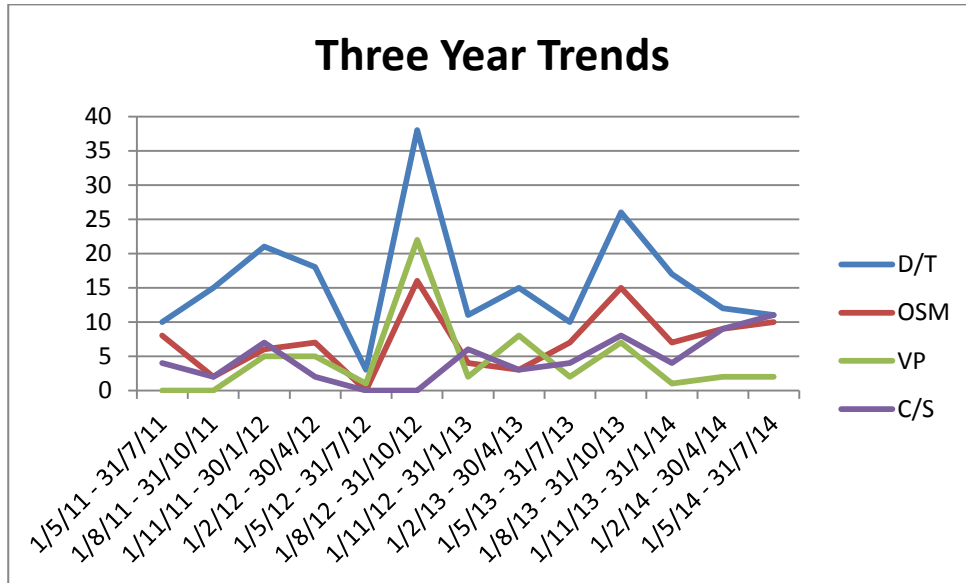
| Wholesaler/Publisher | Number of Complaints | Not completed in 28 days | Average Time for Completion |
|----------------------|----------------------|--------------------------|-----------------------------|
| Menzies Distribution | 5 | 0 | 4.2 |
| Smiths News | 12 | 0 | 5.8 |

Comment

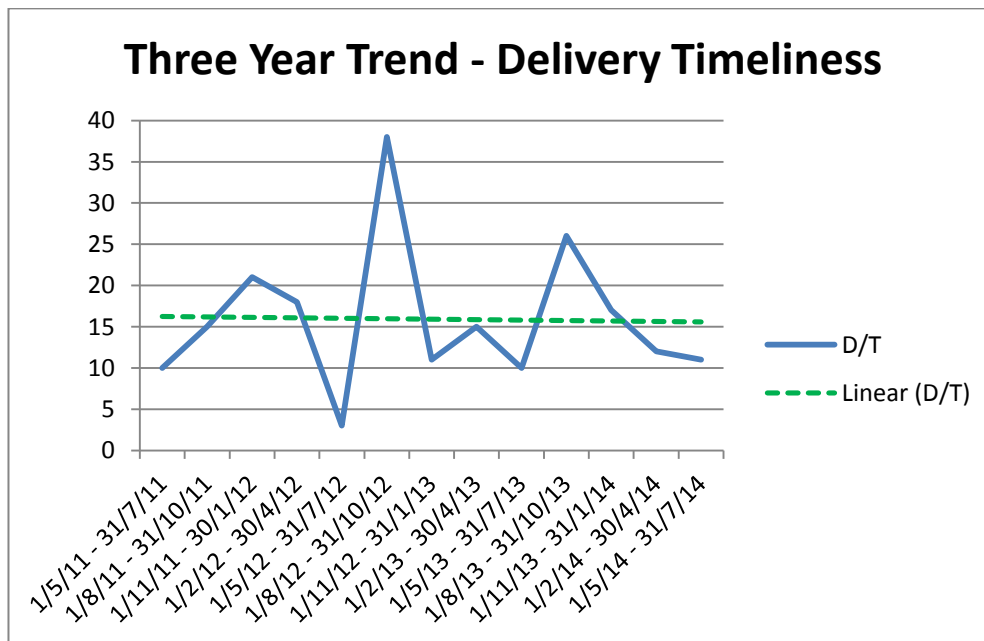
Since the Delivery Quality section of the Press Distribution Charter was added in the second edition review, numbers of Stage 2 complaints for the same have steadily increased to the point where there are now more people complaining about delivery quality than delivery timeliness.

This trend is probably due to the number of complaints being received in recent months concerning wet tote boxes with resultant damaged copy inside. Whilst I understand that wholesalers are trying to make provision for resolving the problem, complaints keep coming in.

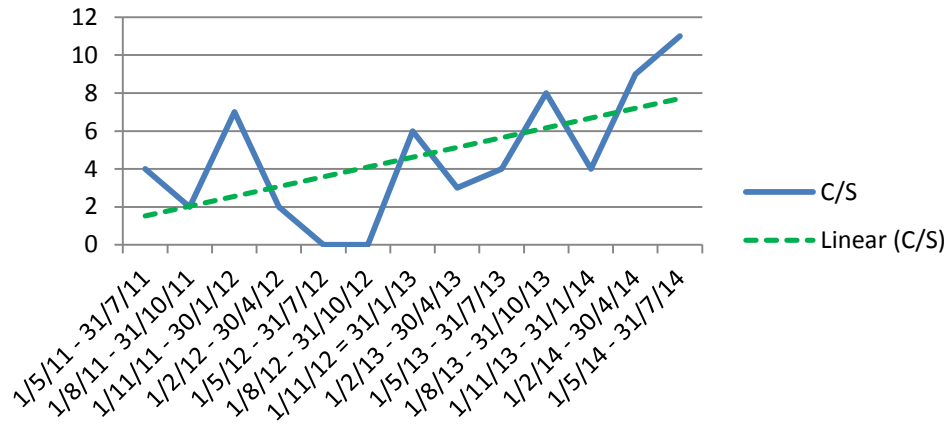
With three years Stage 2 and 3 complaint data now available, it is an interesting point in time to consider trends. Quite clearly the major areas of complaint over the whole period under review are Delivery Timeliness, Order and Supply management, Voucher Processing and Customer Service and for the purposes of this exercise we will ignore the other categories. In the key areas identified the trends were as follows:



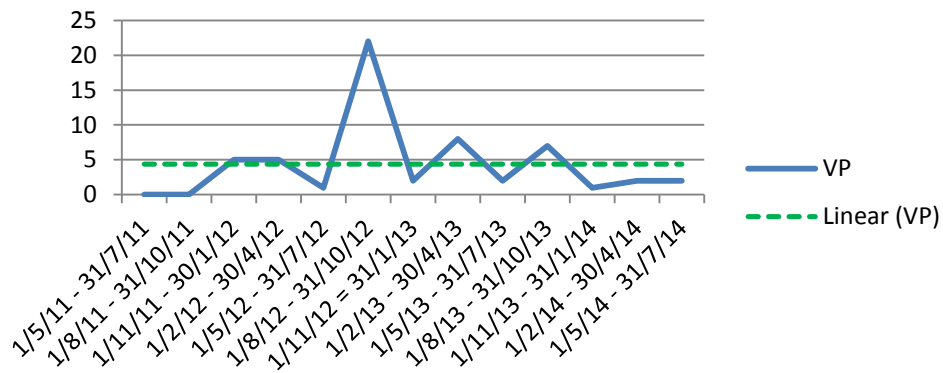
By taking each of these categories individually we can apply a trend line to the graphs in order to provide some idea as to the movement of complaints over the three years period under review.



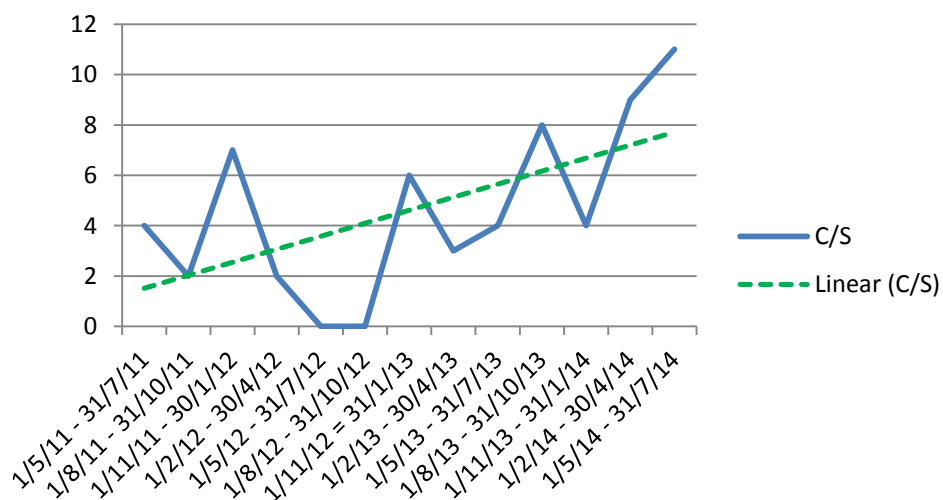
Three Year Trend - Order & Supply Management



Three Year Trend - Voucher Processing



Three Year Trend - Customer Service



It is unfortunate to note that Customer Service issues are increasing considerably.

Certain supply chain partners continue to ignore the cut off date for providing the Stage 2 and 3 compliant data which is essential to the monitoring role of the PDRP. Of more concern is the failure to make accurate returns of Stage 2 and 3 complaints. In the preparation of this report, it was revealed that four complaints had not been included on the appropriate spread sheet submitted by wholesalers. These were identified by the PDRP team from their limited knowledge of the complaints at branch level. There must be considerable doubt as to whether wholesalers and publishers are reporting all formal complaints (Stage 2 and 3) to the PDRP Administrator and thereby damaging the credibility and transparency of the self regulatory process.

A PDRP Quality Assurance Questionnaire has now been drafted and every Stage 2 and 3 Complainant will receive one after the complaint process has been concluded. The questions asked are designed to investigate whether the Press Distribution Charter's complaint process has worked in an efficient and timely manner. It will help monitor our own performance as well as hopefully providing ways to improve.

Work is nearly completed on harmonising the restitution awarded at Stage 2 of the complaints process for failures to meet PDC standards. Once the wholesale offer has been agreed it will be offered to publishers in the hope that they will adopt the same thereby creating an 'industry' model. As mentioned in the last Quarterly Report, this will bring about consistency and manage retail expectation.

The PDRP is about to experience a radical change in its membership. Publisher, wholesale and retail representatives are retiring or have reached the end of their tenure. In all there will be five changes and those leaving are:

Barry Allsop NPA
Dave Shedden Menzies Distribution
Richard Sage Independent Retailer
Raj Ganatra Independent Retailer
Mark Williams Independent Retailer

I would like to place on record my sincere thanks to them for the dedicated hard work that they have put in whilst on the PDRP. Their constructive contribution will be missed.

New industry representatives have been appointed as follows:

Linda Gardner Menzies Distribution
Mark Gilhespie Newspaper Publishers Association

Advertisements did appear in the trade press and as a result the Appointments Committee will be interviewing short listed retail applicants to fill the three vacancies.

Neil Robinson
Chairman – Press Distribution Review Panel
09/09/2014