



Press Distribution Charter

Quarterly Report 01/07/2015 – 30/09/2015

During the three month period between 1st July 2015 and 30th September 2015 a total of 28 completed PDC Stage 2 complaint forms were submitted generating 46 breaches of PDC standards. The complaints originated from 14 wholesale houses.

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

During the period under review there were in excess of 31 complaints resolved via the PDF helpline. During the corresponding period last year there were 18 telephone resolutions.

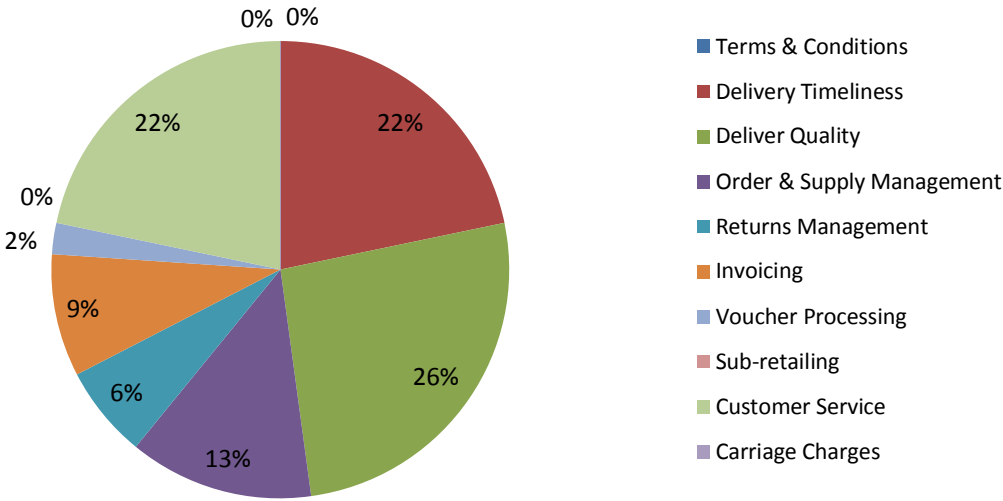
In the corresponding period last year there were a total of 50 PDC Stage 2 complaints that generated 67 failures to meet PDC standards. The complaints originated from 24 wholesale houses, 3 News UK, 1 NID and 1 NMA.

Complaints by Standard

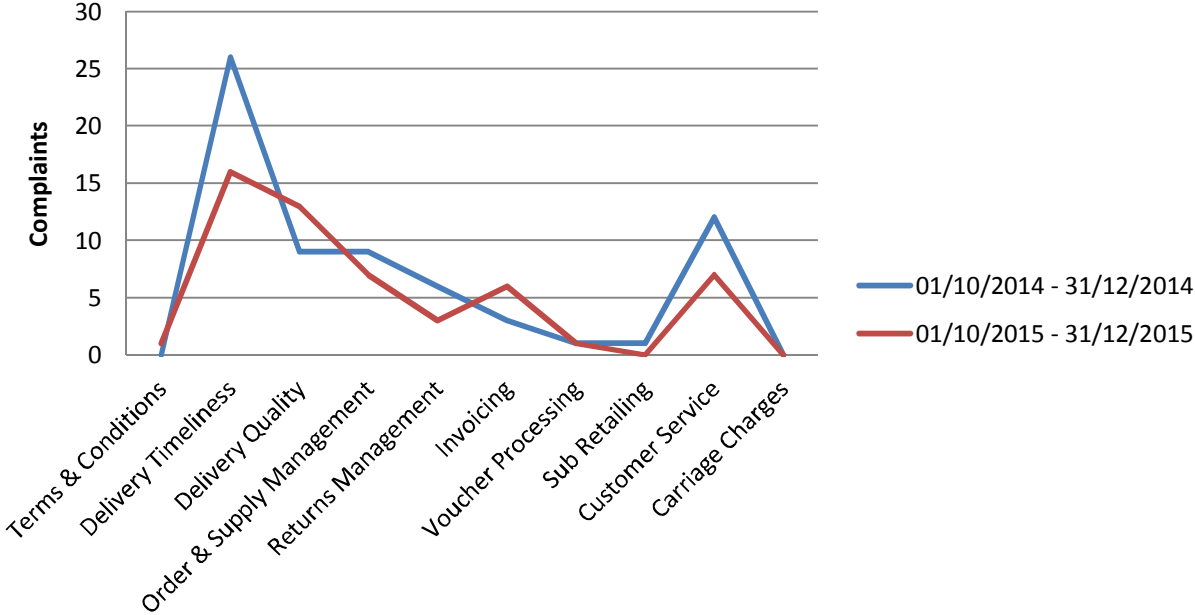
Of the 46 breaches that were reported 0 related to Terms & Conditions, 10 Delivery Timeliness, 12 Delivery Quality, 6 Order and Supply Management, 3 Returns Management, 4 Invoicing, 1 Voucher Processing, 0 Sub-retailing, 10 Customer Service and 0 Carriage Charges.

Between 01/07/2014 and 30/09/2014 of the 67 failures, 0 related to Terms & Conditions, 26 Delivery Timeliness, 9 Delivery Quality, 9 Order & Supply Management, 6 Returns Management, 3 Invoicing, 1 Voucher Processing, 1 Sub-retailing, 12 Customer Services and 0 Carriage Service.

Complaints by Standard 01/07/2015 - 30/09/2015



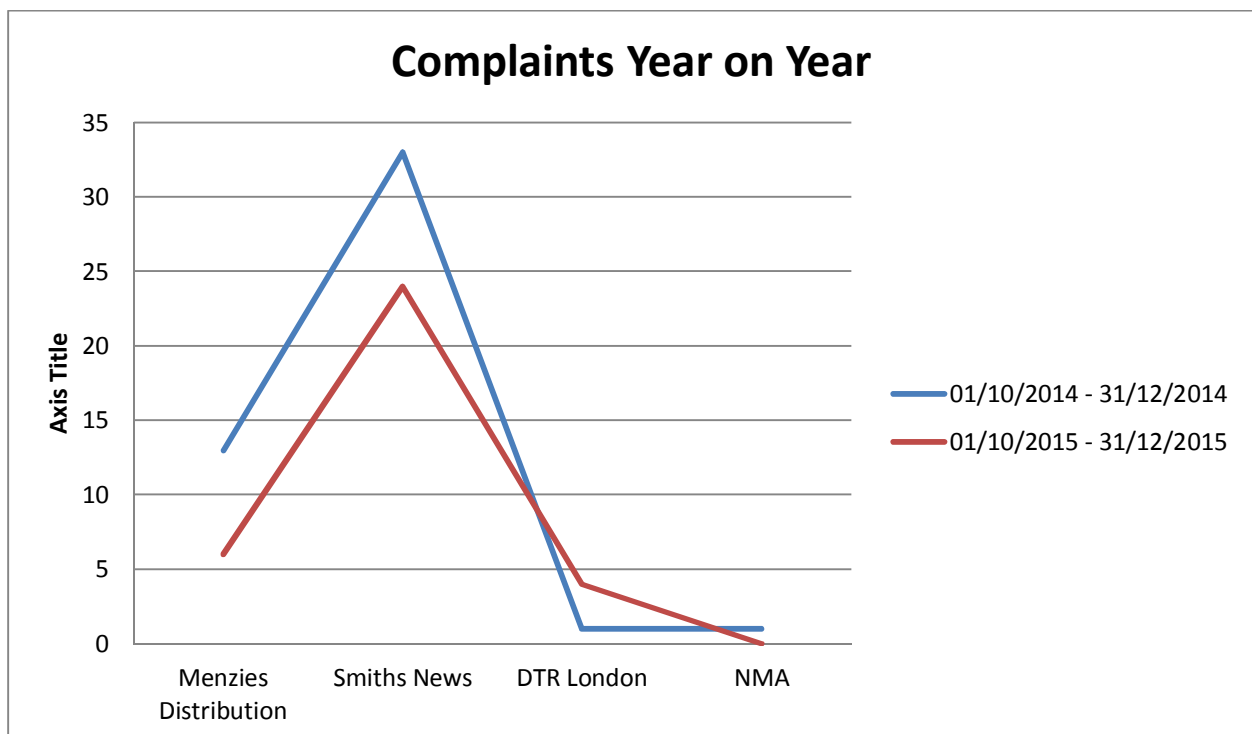
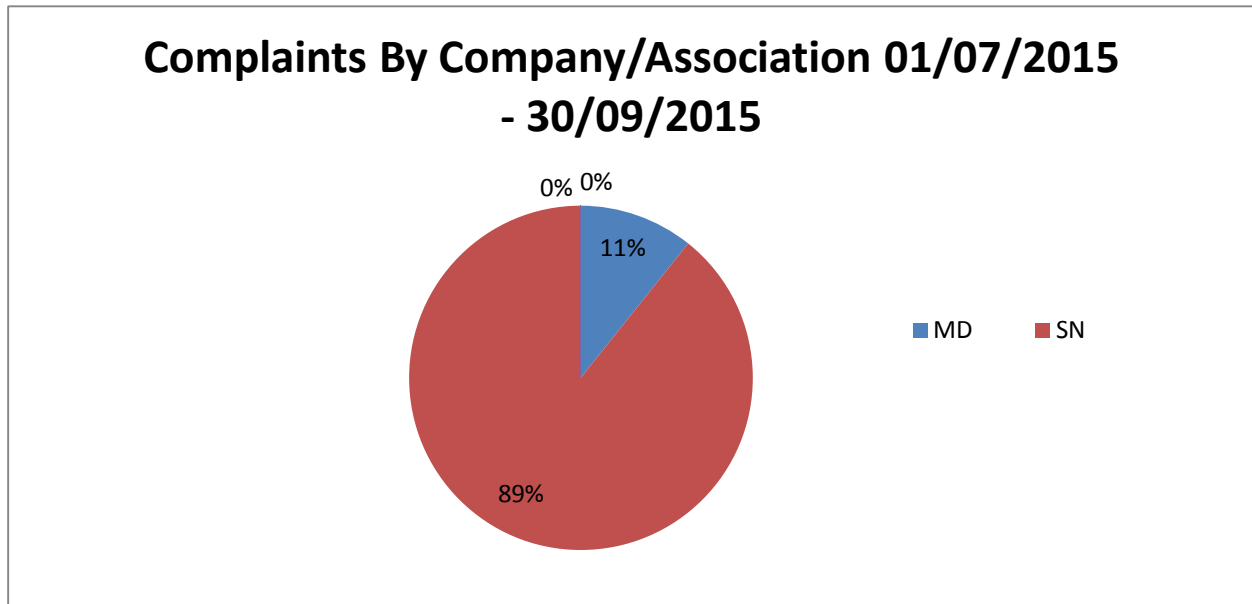
Complaints Year on Year



Complaints by Company/Association

Menzies Distribution dealt with 3 Stage 2 complaints and Smiths News 25. 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 33. There was 1 complaint recorded against a newspaper publisher, 2 News UK and 1 NID. There were no complaints made against magazine publishers/distributors.



	Stoke		1	1						1	
	Total	0	13	9	8	4	2	0	2	11	
	News UK		2					1			
	NMA		1								
	TOTALS	0	26	9	9	6	3	1	1	12	0

*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 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	3	0	3.34
Smiths News	25	1	7.64

Timeliness last year was as follows:

Wholesaler/Publisher	Number of Complaints	Not completed in 28 days	Average Time for Completion
Menzies Distribution	13	0	9.00
Smiths News	33	1	7.09
NMA	1	0	28.00
News UK	3	1	15.67

Comment

Trends

The total number of complaints registered has stayed relatively constant throughout 2015. However there are a number of trends that need to be highlighted.

The PDRP is pleased to note that complaints concerning Delivery Timeliness have steadily dropped throughout 2015 and it is hoped that such drop reflects a service improvement offered to retailers.

Unfortunately, Deliver Quality remains a constant issue with water, strapping and sticker damage. For the first time in the history of the PDC Delivery Quality complaints have exceeded Delivery Timeliness and indeed now form the biggest complaint category.

Order and Supply Management complaints remain at a steady level whilst Returns Management does show an increase over the previous quarters in 2015, but does not present a serious problem.

Invoicing, Voucher Processing and Sub Retailing have been constant at a low level throughout the year.

Complaints concerning Customer Service have suffered a big increase this quarter and needs to be considered by wholesalers, publishers and distributors. Historically, Customer Service complaints seem to run at a parallel with the total number of complaints. However, in the quarter under review, Customer Service complaints have risen disproportionately to the total number of complaints.

Press Distribution Review Panel Activities

Quality Assurance Questionnaire

As previously reported the PDRP is trying to monitor the retail satisfaction with the PDC complaints process via a Quality Assurance Questionnaire. The operation has now been fully implemented and the first batch of responses will be assessed at the December PDRP meeting.

The exercise has been reported in the trade press and there seems to have been some disquiet at the fact that the questionnaire is only available to those retailers that have made a Stage 2 PDC complaint. The PDRP wishes to make it quite clear that only retailers that have direct knowledge of the complaints process are qualified to comment on it for the purposes of this exercise. However, any retailer is welcome to make comment on the PDC and its complaints process. The PDRP welcomes constructive comment and will properly consider any such submissions which should be made to the PDRP Administrator admin@pdrp.co.uk

PDC - Guidance Notes for Retailers

This comprehensive publication is now in full operational use and is issued with every Stage 2 Complaint Form issued.

Dialogue With National Federation of Retail Newsagents

The PDRP has four retail representatives sitting on it and three of these are senior members of the NFRN. Their contributions have added to the debate and helped bring about a better awareness of retail issues.

In addition to the presence of NFRN members on the PDRP, there has been constructive dialogue with the NFRN executives at Head Office on various points concerning the PDC, the complaints process and the 'PDC - Guidance Notes for Retailers'. The PDRP welcomes NFRN participation and has offered 'observer status' to the NFRN should it care to join our meetings. It is to be hoped that the offer is accepted.

Neil Robinson
Chairman – Press Distribution Review Panel
28/09/2015