



Press Distribution Charter

Quarterly Report 01/10/2016 – 31/12/2016

During the three month period between 1st October 2016 and 31st December 2016 a total of 43 completed PDC Stage 2 complaint forms were submitted generating 72 breaches of PDC standards. The complaints originated from 22 wholesale houses. There were no complaints made against the NMA or PPA.

During this period 2 complaints were escalated to Stage 3; however one originated from the previous quarter.

During the period under review there were in excess of 61 complaints resolved via the PDF helpline. During the corresponding period last year there were 71 telephone resolutions.

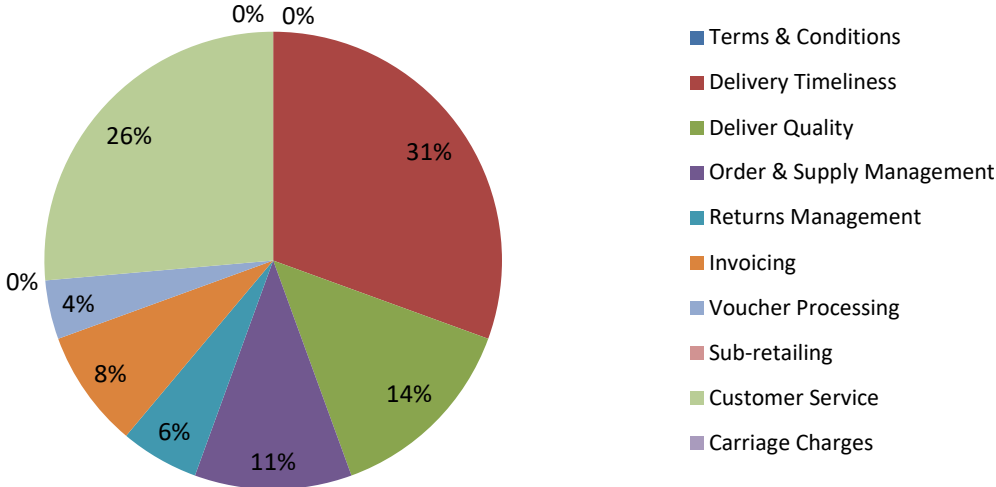
In the corresponding period last year there were a total of 34 PDC Stage 2 complaints that generated 54 failures to meet PDC standards. The complaints originated from 20 wholesale houses and 4 News UK. There were no complaints made against the NMA or PPA.

Complaints by Standard

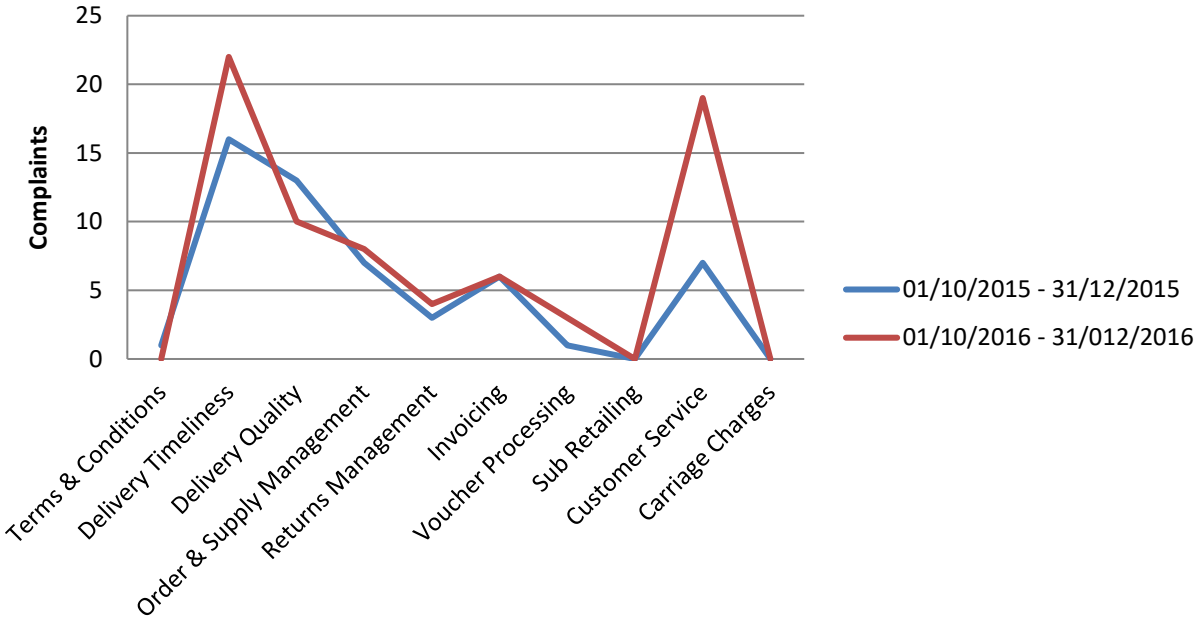
Of the 72 breaches that were reported 0 related to Terms & Conditions, 22 Delivery Timeliness, 10 Delivery Quality, 8 Order and Supply Management, 4 Returns Management, 6 Invoicing, 3 Voucher Processing, 0 Sub-retailing, 19 Customer Service and 0 Carriage Charges.

Between 01/10/2015 and 31/12/2015 of the 54 failures, 1 related to Terms & Conditions, 16 Delivery Timeliness, 13 Delivery Quality, 7 Order and Supply Management, 3 Returns Management, 6 Invoicing, 1 Voucher Processing, 0 Sub-retailing, 7 Customer Service and 0 Carriage Charges.

Complaints by Standard 01/10/2016 - 31/12/2016



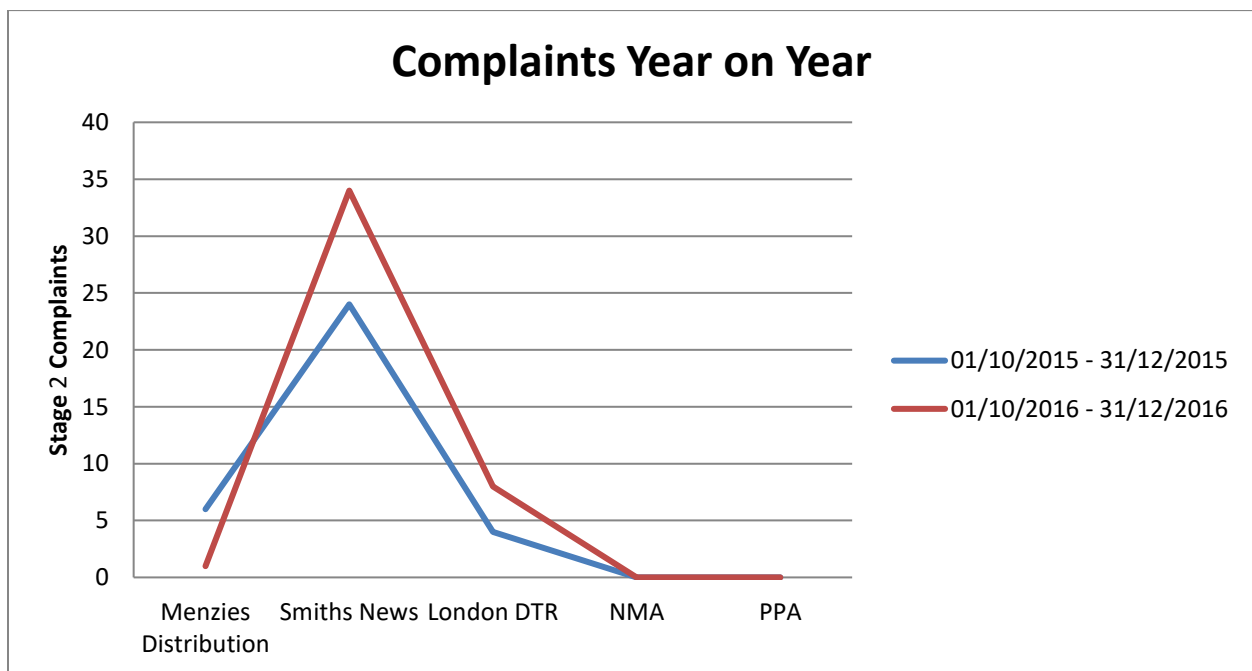
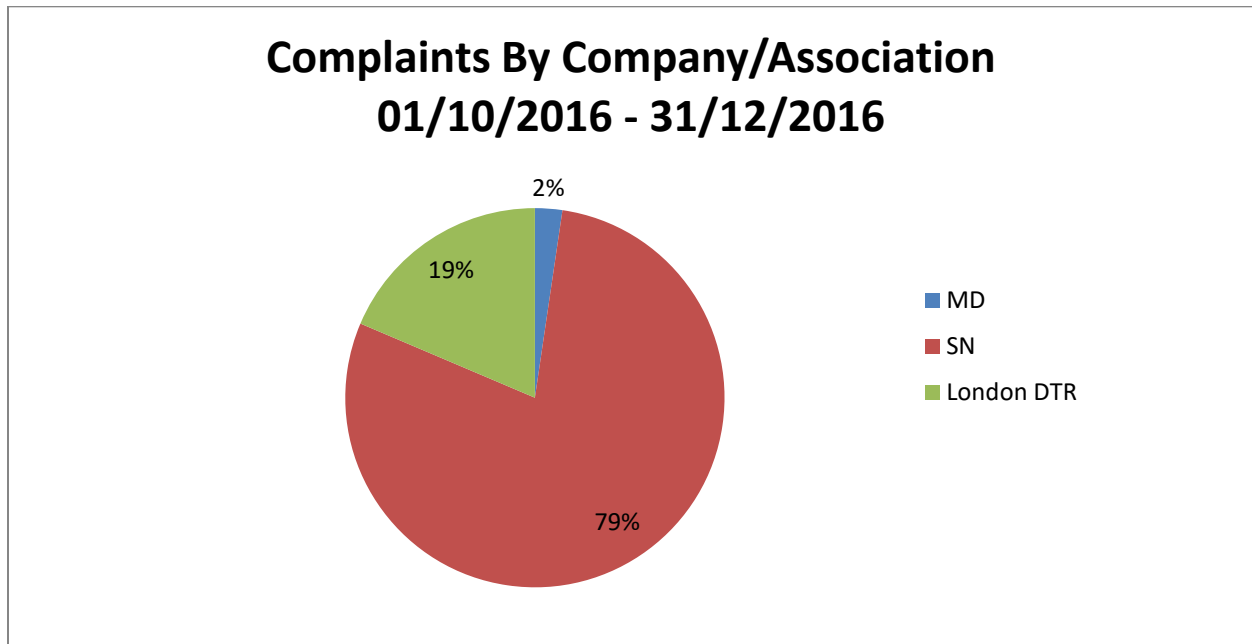
Complaints Year on Year



Complaints by Company/Association

Menzies Distribution dealt with 1 Stage 2 complaints and Smiths News 34. There were 8 complaints made against London DTR. There were no complaints made against newspaper publishers or magazine publishers/distributors.

In the same period last year Menzies Distribution had 6 Stage 2 complaints made against them, Smiths News 24 and DTR London 4. There were no complaints recorded against the MNA or PPA.



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								
Dist.											
	TOTAL	0	1	0	0	0	0	0	0	0	0
Smiths	Crawley		1								
News	Croydon		1	1							
	Gloucester					1		1		1	
	Hammersmith				1					2	
	Hornsey			1	1		1			1	
	Milton Keynes		2								
	Newport		1							1	
	Northampton			1							
	Nottingham				1					1	
	Oxford		2		1		1				
	Plymouth									2	
	Reading		1				1	1		3	
	Slough				2	1				2	
	Stevenage				1						
	Stockport		5	4			2			4	
	Wednesbury			1	1					1	
	Yeovil		1	1			1			1	
	TOTAL	0	14	9	8	2	6	2	0	19	0
	London DTR	0	7	1	0	2	0	1	0	0	0
	TOTALS	0	22	10	8	4	6	3	0	19	0

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

The corresponding table for the period 01/10/2015 - 31/12/2015 is as follows:

Wholesaler/ Publisher	Area	T. & C.	Del. T.	Del. Q.	Ord. & Supp.	R M.	Inv.	V. P.	Sub. Ret.	C. S.	C. C.
Menzies	Inverness		1								
Dist.	Linwood		1	1							
	Maidstone		1				1				
	Newbridge		1								
	Swansea		1								
	TOTAL		5	1			1				
Smiths	Birmingham				1						
News	Borehamwood		3	1	1					2	
	Crawley				1		1				
	Gloucester			1	1					1	
	Lancing		1	1		1		1		1	
	Newport						2			1	
	Northampton		1								
	Nottingham		1								
	Oxford		1	2	1						
	Peterborough		1								
	Reading		1	1			1				
	Redruth									1	
	Stevenage		1								
	Stockport	1	1	2	2	1	1			1	
	Warrington			1							
	TOTALS	1	11	9	7	2	5	1	0	7	0
	DTR London			3		1					
	TOTALS	1	16	13	7	3	6	1	0	7	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
London DTR	8	5	28.86
Menzies Distribution	1	0	24.00
Smiths News	34	0	6.50

Timeliness for the first quarter last year was as follows:

Wholesaler/Publisher	Number of Complaints	Not completed in 28 days	Average Time for Completion
London DTR	3	0	6.33
Menzies Distribution	6	0	9.17
Smiths News	24	2	10.63

Both Stage 3 complaints were adjudicated on within 14 days.

Press Distribution Forum Help Line

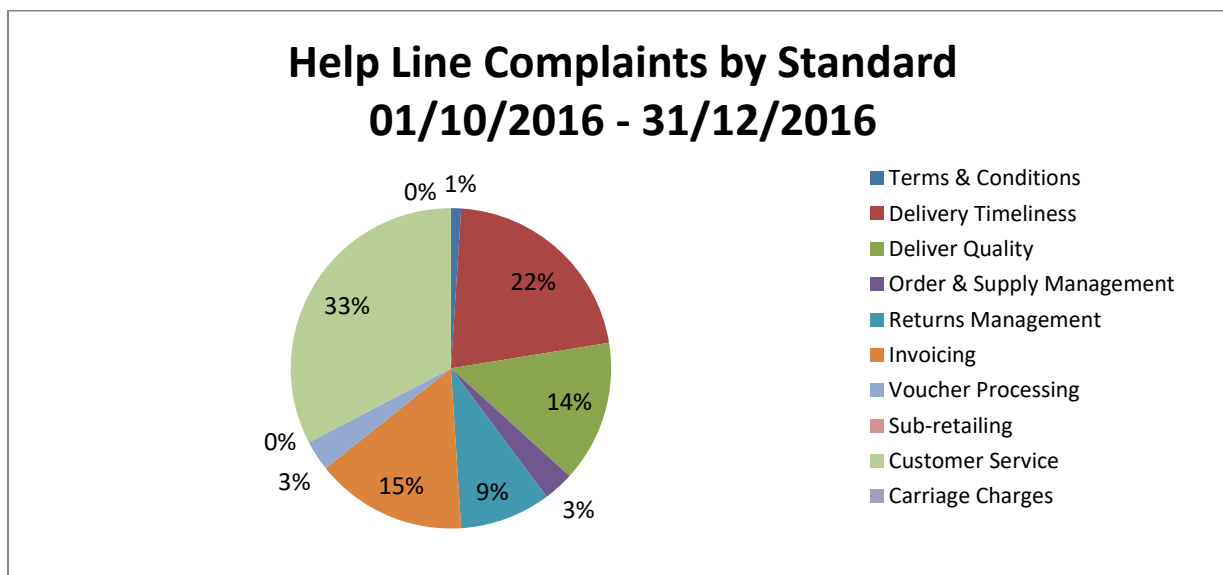
Statistics are:

01/10/2016 - 31/12/2016

T&C	Del. T.	Del.Q.	O.S.M.	R.M.	Inv.	V.P.	Sub. R	Cus. S	C.C.
1	21	14	3	9	15	3	0	32	0

T & C - Terms and Conditions
 Del. T. - Delivery Time
 Del. Q. - Delivery Quality
 O.S.M. - Order & Supply Management
 R.M.- Returns Management

Inv. - Invoicing
 V.P. - Voucher Processing
 Sub R. - Sub Retailing
 Cus. S - Customer Service
 C.C. - Carriage Charges



Trends

Complaints in the final quarter of 2016 showed an increase year on year and quarter over the previous quarter. Last year in the corresponding quarter there were 34 complaint forms that generated 54 separate complaints, 01/07/2016 - 30/09/2016 35 forms with 56 separate complaints and the quarter under review showed 43 forms with 72 breaches.

Timeliness of delivery remains the largest single category causing concern and shows a 37.5% increase year on year. However Delivery Quality has obviously improved year on year with a 23.09% drop in complaints. This follows on from a 33.33% drop year on year for the 01/07/2016 - 30/09/2016 quarter and can therefore be considered a true improving trend.

All the other categories show little change year on year with one unfortunate exception, Customer Service which suffered a disastrous quarter. The category suffered a 171.43% increase year on year.

Customer Service is the act of taking care of the customer's needs by providing and delivering professional, helpful, high quality service before, during and after the customer's requirements are met. I suspect that the majority of customer service complaints in our industry relate to issues after delivery has been received. The year on year increase figure recorded for the quarter under review is totally unacceptable and it is to be hoped that it has been caused by a one off distortion in the statistics. The PDRP urges wholesalers and publishers to pay attention to customer service over the coming months with a view to reinstating professionalism into the after care service that customers deserve.

The timeliness of the Press Distribution Charter's complaints process causes considerable concern with particular focus on London DTR. 62.5% of its complaints were completed outside of the maximum 28 days allowed and for the first time ever the average time for completion exceeds the 28 day figure. Smiths News meanwhile needs to be applauded for cutting its average time for completion from 10.63 days to 6.50 days. Well done SN.

The tardiness of London DTR will be considered at the next Press Distribution Review Panel meeting.

Press Distribution Review Panel Membership

Under the terms of the PDRP Constitution the period of appointment of a member of the PDRP is for two years. However, a member may be re-appointed for one further term of two years by a 2/3 majority vote of the panel. The two year tenure of office for the PDRP members was reached at the end of 2016.

All the panellists, with the exception of Steve Archer, volunteered their services for a second term of office and all were accepted by a unanimous vote. The PDRP and I would

like to thank Steve for his time over the past two years and recognise the contribution he made during his time with us. We wish him all the best for his voluntary work in South Africa.

The PDRP is the newspaper and magazine industry self-regulatory body comprising representatives from each tier of the supply chain. It is responsible for:

- a. Encouraging compliance with the Press Distribution Charter
- b. Providing comment on compliance issues.
- c. Ensuring continuity of arbitration decisions.
- d. Providing an ongoing mechanism for the identification of trends.
- e. Collecting auditing and publishing data on compliance.

The PDRP is currently seeking a candidate with retail experience to fill Steve's position on the panel. In particular it is looking for a person with the following abilities:

- A minimum of three years experience in UK newspaper/magazine retailing.
- An ability to identify and give views on arbitration decision trends.
- Availability to attend meetings up to a maximum of four times a year
- A commitment to respect for the confidential nature of the work of the PDRP.

Appointment to the panel will be for a period of two years with a further two year optional extension. Reasonable subsistence expenses will be paid, including travel.

If you feel that you would like to make a constructive contribution to the industry please contact the PDRP Administrator on [redacted] for an application form.

Publicity

Unfortunately the PR Sub Group was unable to present its report and budget estimate for 2017 and the item was held over until the March meeting.

The PDRP remains committed to improving retail awareness of the Press Distribution Charter through and its complaints process.

PDC - Guidance Notes for Wholesalers

Work has started on the 'PDC - Guidance Notes for Wholesalers'. The detail of the complaints process as handled within the wholesale houses and/or head offices is being collected and collated. The company specific elements are being extracted, leaving the bare essentials that make the complaints process run. The final stage will be to put the different contributions together in order to form a single operating process which will need to be followed for all PDC Stage 2 and 3 Complaints.

Once completed, the guidance notes will form an important learning tool for those operatives responsible for handling Stage 2 complaints at wholesale level. Furthermore, it is to be hoped that data capture at company level will become more efficient and accurate.

Process Issues

Data capture continues to be troublesome albeit currently improving. After many reminders and prodding, the PDRP Administrator managed to obtain this quarter's data in a relatively timely manner - just seven days late!

Neil Robinson
Chairman – Press Distribution Review Panel
08/02/2017