



## **Press Distribution Charter**

### **Report 1/02/13 – 30/04/13**

During the course of this quarter a new edition of the Press Distribution Charter was published and took immediate effect. For the purposes of continuity, this report is based upon the original charter.

There were no complaints recorded against any of the new sections that appear in the Press Distribution Charter Edition 2.

During the three month period between 1<sup>st</sup> February 2013 and 30th April 2013 a total of 21 PDC Stage 2 complaint forms were submitted generating a total of 30 breaches of PDC standards. The complaints originated from 13 wholesale houses.

During this period there were no complaints escalated to Stage 3.

During the period under review there were in excess of 54 complaints resolved via the PDF helpline.

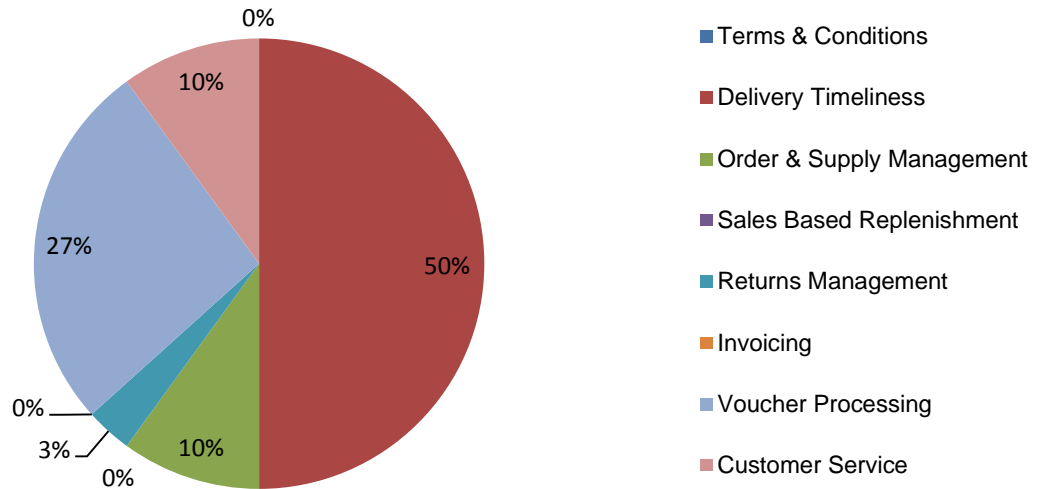
In the corresponding period last year there were a total of 30 PDC Stage 2 complaints that generated 40 failures to meet PDC standards. The complaints originated from 11 wholesale houses and 2 newspaper publishers.

### **Complaints by Standard**

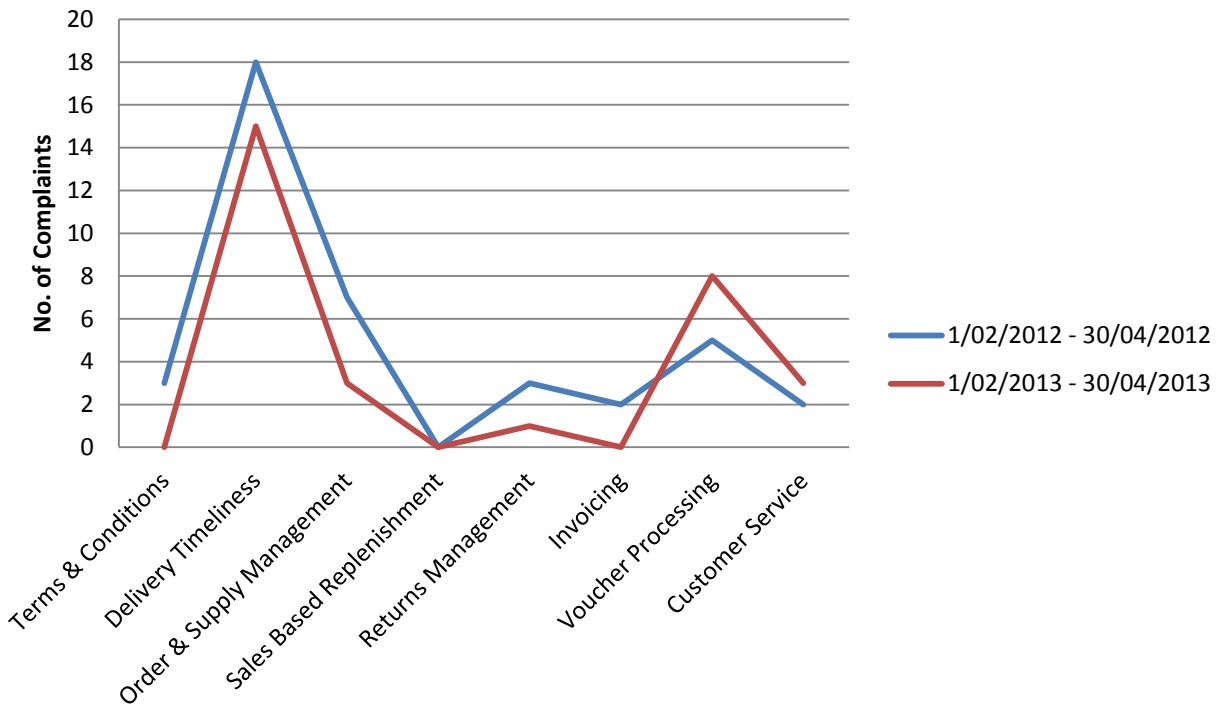
Of the 32 breaches that were reported 0 related to Terms & Conditions, 15 Delivery Timeliness, 3 Order and Supply Management, 0 Sales Based Replenishment, 1 Returns Management, 0 Invoicing, 8 Voucher Processing and 3 Customer Service.

Between 1/02/2012 and 30/04/2012 of the 40 failures, 3 related to Terms & Conditions, 18 Delivery Timeliness, 7 Order & Supply Management, 0 Sales Based Replenishment, 3 Returns Management, 2 Invoicing, 5 Voucher Processing and 2 Customer Services.

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



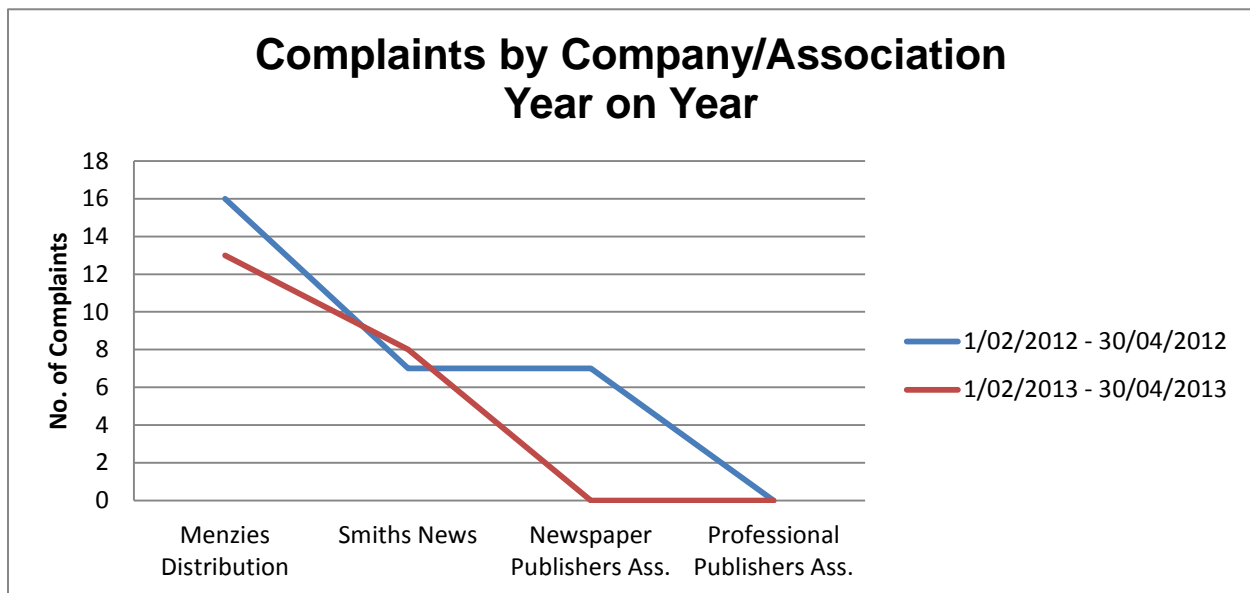
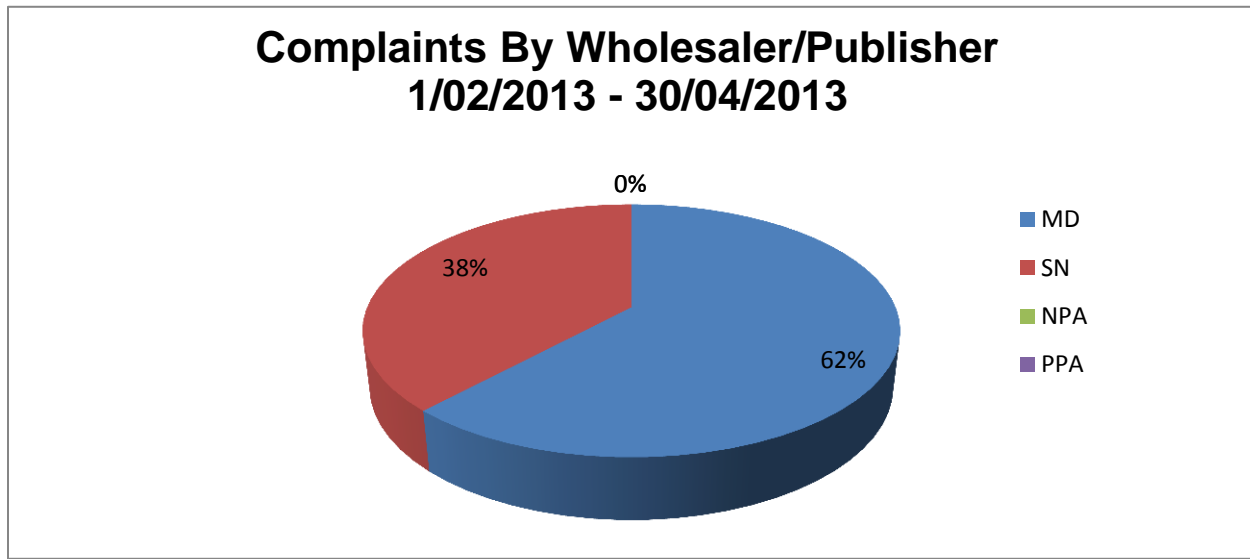
## Complaints by Charter Sections Year on Year



## Complaints by Company/Association

Menzies Distribution dealt with 13 Stage 2 complaints and Smiths News 8. There were no complaints made against newspaper publishers or magazine publishers/distributors.

In the same period last year Menzies Distribution had 16 Stage 2 complaints made against them, Smiths News 7 and the NPA 7. There were no complaints recorded against magazine publishers and distributors.



## Type of Complaint by Branch

Wholesaler/ Publisher	Area	Terms & Cond.	Delivery Time	Order & Supply	S.B.R.	Returns Manag.	Invoice	Voucher Process.	Cust. Serv.
Menzies	Ipswich							1	
Dist.	Maidstone			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

The corresponding table for the period 1/02/2012 - 30/04/2012 is as follows:

Wholesaler/ Publisher	Area	Terms & Cond.	Delivery Time	Order & Supply	Returns Manag.	Invoice	Voucher Process.	Cust. Serv.
Menzies	Ipswich	1	2					
Distribution	Linwood		1				1	
	Maidstone		6	3	1	1	3	
	Portsmouth		1	1				
	Swansea	1	1					
Smiths	Bore/wood							1
News	Croydon				1			
	Newport		1			1		
	Plymouth	1	1	1				
	Slough			1				1
	Wednesbury			1				
NPA	News Int.		4		1		1	
	MGN		1					

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

Menzies Distribution were pleased to report that, as a result of hard work and relationship-building by the local branch team, complaints in Sheffield have reduced significantly in volume since the publication of previous reports.

## 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	13	1	13.46
Smiths News	8	0	4.75

Timeliness last year was as follows:

Wholesaler/Publisher	Number of Complaints	Not completed in 28 days	Average Time for Completion
Menzies Distribution	16	0	12.50
NPA	7	0	14.57
Smiths News	7	0	11.71

The PDRP is delighted to note that there were no Stage 2 Complaints falling outside of the 28 day deadline and congratulates all concerned.

## Issue

Unfortunately, the work of the PDRP continues to be plagued by breaches of the agreed process for recording of Stage 2 Complaint Forms as follows:

- a) Data is still not being supplied to the PDRP Administrator by the 21st of the succeeding month.
- b) Stage 2 Complaint Forms are being issued by wholesalers and publishers, completed and returned by the retailer in accordance with the process, yet failing to appear on the Stage 2 data report submitted to the Administrator.
- c) Data submitted is erroneous.

It is imperative that we have full transparency in the dispute resolution process and its monitoring process and this is not achievable without the full co-operation of all the industry companies and associations.

**Neil Robinson**  
**Chairman – Press Distribution Review Panel**  
**15/06/2013**