



Press Distribution Charter

Report 1/08/13 – 31/10/13

During the three month period between 1st August and 31st October 2013 a total of 43 PDC Stage 2 complaint forms were submitted generating a total of 69 breaches of PDC standards. The complaints originated from 26 wholesale houses and 1 newspaper publisher.

During this period there were three complaints escalated to Stage 3.

During the period under review there were in excess of 20 complaints resolved via the PDF helpline. During the corresponding period last year there were 10 telephone resolutions.

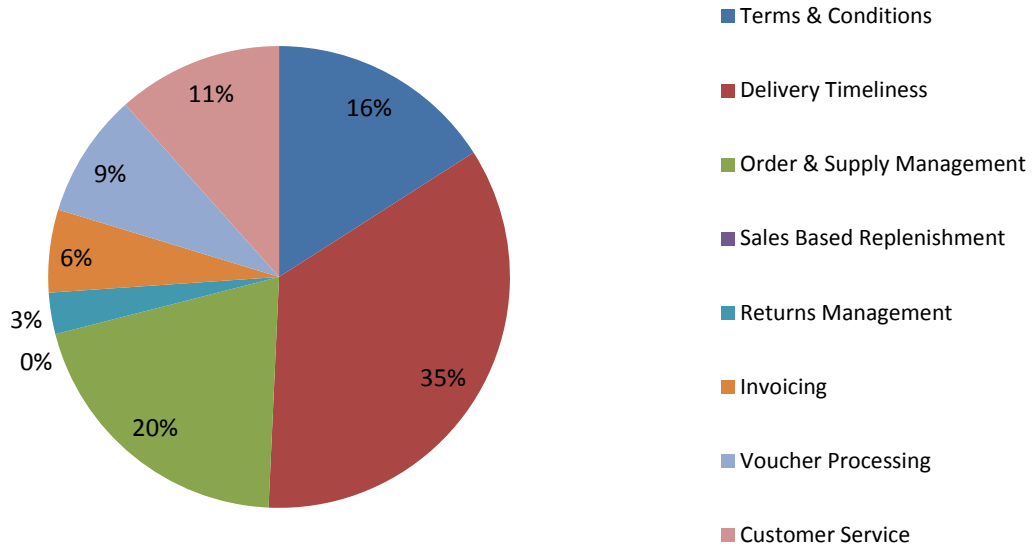
In the corresponding period last year there were a total of 51 PDC Stage 2 complaints that generated 85 failures to meet PDC standards. The complaints originated from 11 wholesale houses and 2 newspaper publishers.

Complaints by Standard

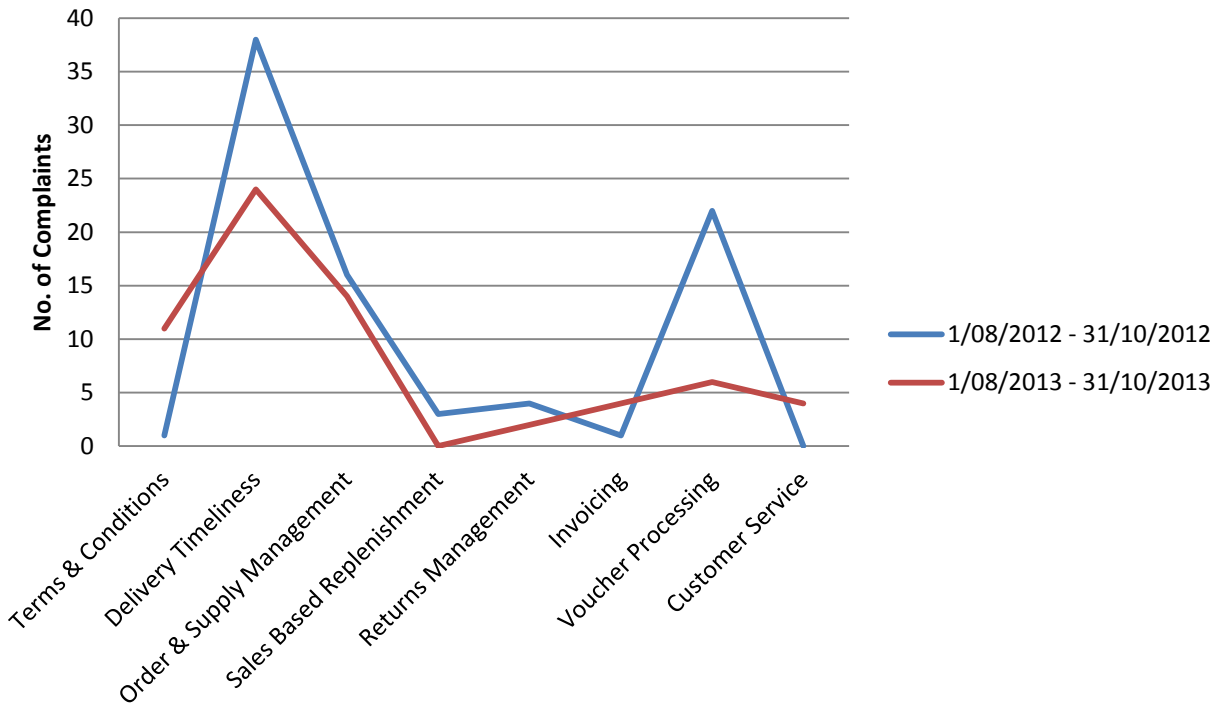
Of the 69 failures that were reported 11 related to Terms & Conditions, 24 Delivery Timeliness, 14 Order and Supply Management, 0 Sales Based Replenishment, 2 Returns Management, 4 Invoicing, 6 Voucher Processing and 8 Customer Service.

Between 1/08/2012 and 31/10/2012 of the 85 failures, 1 related to Terms & Conditions, 38 Delivery Timeliness, 16 Order & Supply Management, 3 Sales Based Replenishment, 4 Returns Management, 1 Invoicing, 22 Voucher Processing and 0 Customer Services.

Complaints by Standard 1/08/2013 - 31/10/2013



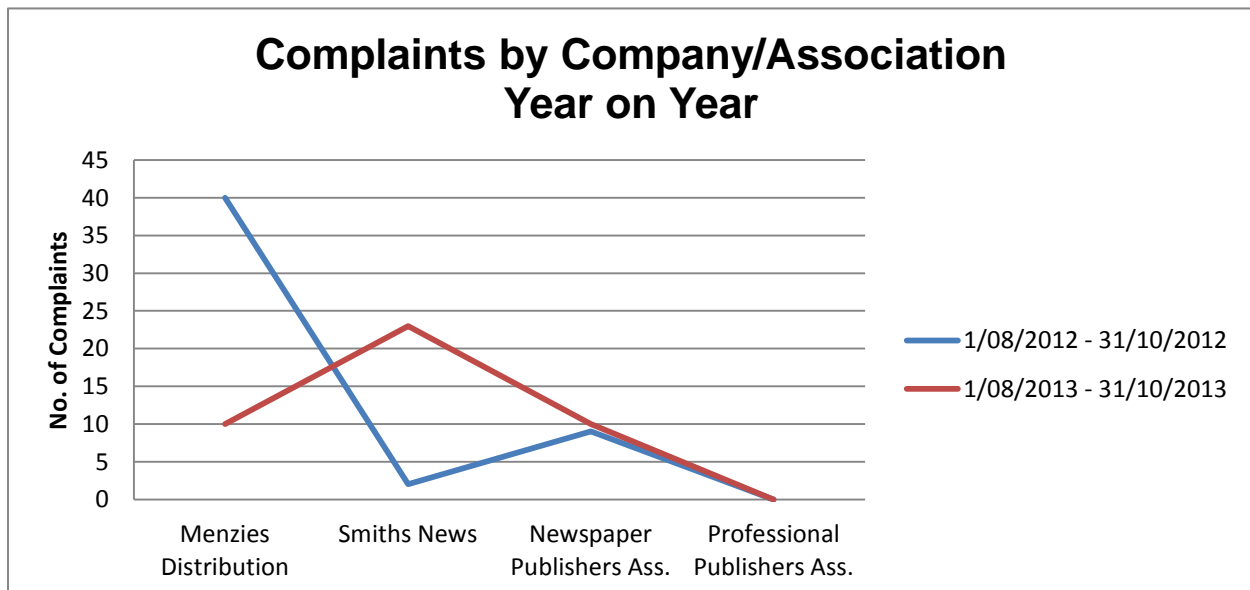
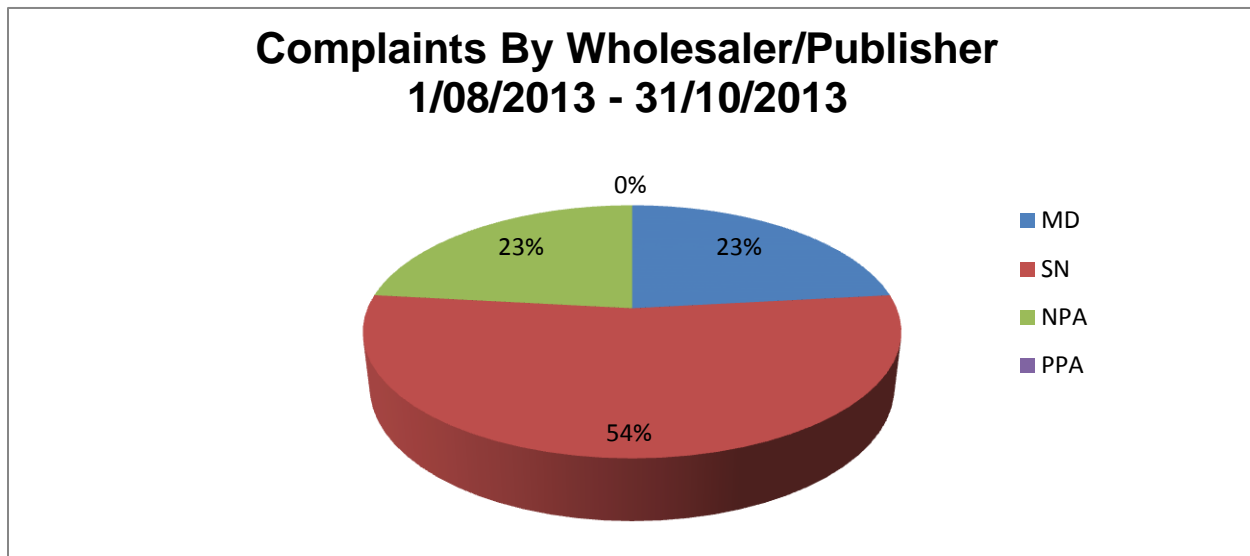
Complaints by Charter Sections Year on Year



Complaints by Company/Association

Menzies Distribution dealt with 10 Stage 2 complaints and Smiths News 23. There were 10 complaints made against newspaper publishers and 0 against magazine publishers or distributors.

In the same period last year Menzies Distribution had 40 Stage 2 complaints made against them, Smiths News 2 and the NPA 9. 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 | | | | | 1 | |
| Dist. | Linwood | | 1 | | | | | | |
| | Maidstone | | 1 | | | | | 1 | |
| | Newbridge | | 2 | | | | | | |
| | Portsmouth | | 1 | | | | | 1 | |
| | SE London | | 1 | 1 | | | | 1 | |
| | Sheffield | | 2 | 1 | | | | 1 | |
| | York | 1 | | 1 | | 1 | 1 | 1 | |
| | | | | | | | | | |
| Smiths | B/Ham | | 2 | 1 | | | | | 2 |
| News | Borehamwood | | | 1 | | 1 | 1 | | 2 |
| | Bournemouth | | 1 | 1 | | | | | 1 |
| | Bristol | | 2 | 1 | | | 1 | | 1 |
| | Bristol North | | 1 | 2 | | | | | |
| | Milton Keynes | | | | | | | | 1 |
| | Newmarket | | | 1 | | | | | |
| | Northampton | | 1 | | | | | | |
| | Plymouth | | 1 | | | | | | |
| | Reading | | 1 | 1 | | | | | |
| | Redruth | | 2 | | | | | | 1 |
| | Slough | | 1 | | | | | | |
| | Southampton | | 1 | 1 | | | | | |
| | Stockport | | | 1 | | | | | |
| | Taunton | | 1 | 1 | | | 1 | | |
| | Wednesbury | | 1 | | | | | | |
| | | | | | | | | | |
| NPA | NI | 10 | | | | | | | |

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

The corresponding table for the period 1/08/2012 - 31/10/2012 is as follows:

| Wholesaler/ Publisher | Area | Terms & Cond. | Delivery Time | Order & Supply | SBR | Returns Manag. | Invoice | Voucher Process. | Cust. Serv. |
|--------------------------|-------------|---------------------|------------------|-------------------|-----|-------------------|---------|---------------------|----------------|
| Menzies | Chester | | 2 | | | | | | |
| Distribution | Ipswich | | 1 | | | | | 1 | |
| | Maidstone | | 2 | 2 | | 1 | | 3 | |
| | Newbridge | | 1 | 1 | 1 | | | 1 | |
| | Preston | | 1 | 2 | | | | 1 | |
| | Ryde | | | 1 | | | | 1 | |
| | Sheffield | 1 | 17 | 9 | 2 | 2 | 1 | 12 | |
| | Swansea | | 1 | | | | | | |
| | York | | 3 | 1 | | | | 3 | |
| | | | | | | | | | |
| Smiths | Brislington | | 1 | | | | | | |
| News | Stoke | | 1 | | | | | | |
| | | | | | | | | | |
| NPA | MGN | | 5 | | | | | | |

| | | | | | | | | |
|--|----|--|---|--|--|---|--|--|
| | NI | | 3 | | | 1 | | |
|--|----|--|---|--|--|---|--|--|

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 | 10 | 1 | 12.1 |
| Smiths News | 23 | 0 | 7.83 |
| NPA | 10 | 4 | 15.4 |

Timeliness last year was as follows:

| Wholesaler/Publisher | Number of Complaints | Not completed in 28 days | Average Time for Completion |
|----------------------|----------------------|--------------------------|-----------------------------|
| Menzies Distribution | 40 | 6 | 14.70 |
| NPA | 9 | 1 | 11.33 |
| Smiths News | 2 | 0 | 4.00 |

The PDRP note with concern that the NPA failed to complete four Stage 2 Complaints within the 28 day deadline and requests that every effort is made to ensure compliance with the prescribed process.

All three Stage 3 arbitrations were completed within the prescribed time frame.

Comment

There has been a significant improvement in the timeliness and quality of the Stage 2 data being forwarded to the PDRP Administrator, yet there still seems to be an inability by some to submit accurate data on time. It is to be hoped that in the not too distant future one hundred percent compliance can be achieved.

The last Quarterly Report and this one, show an apparent reversal in the number of Stage 2 complaints being handled by Menzies Distribution and Smiths News. Some explanation is required in relation to this.

During the course of this year the PDRP requested that Smiths News undertake a review of its complaints process. As a result of this, Smiths News has now adopted a process whereby all complaints are processed centrally at head office. The Customer

Service Contact Centre refers the complaint to head office and requests that a complaint form is sent to the retailer concerned. Head office logs the complaint and generates a Complaint Form populated with the relevant information and posts it via recorded delivery to the retailer with a letter and guidelines. The retailer is asked to complete and return the form to Head Office. The retailer also has the option of emailing the completed complaint form and correspondence. Head Office scans the completed Complaint Form and any other documents and forwards them to the appropriate supplying house requesting a detailed response. That response is then forwarded to the retailer via recorded delivery. A weekly tracker showing the status of PDC Complaint forms is circulated internally every week.

The process that Smiths News is now following is similar to that operated by Menzies Distribution and the PDRP is now confident that the capture of complaint data is far more efficient and accurate. The PDRP wishes to record its thanks to Menzies Distribution and Smiths News for their co-operation in ensuring greater transparency into the PDC dispute resolution process.

Neil Robinson
Chairman – Press Distribution Review Panel
27/11/2013