

Press Distribution Charter



Quarterly Report January to March 2018

Executive summary

In the period January to March 2018 a total of 71 completed Stage 2 complaint forms were submitted generating an equivalent number of breaches to PDC standards. This represents a significant increase in the volume of forms submitted compared to the same period in 2017. Whilst the number of breaches also increased, it did so to a lesser extent.

There has also been a small increase in the number of complaints escalated to Stage 3.

	Q1 2017	Q1 2018
Number of completed Stage 2 forms	38	71
Number of Stage 2 Breaches	64	71
Number of complaints escalated to Stage 3	4	6

Please note: Q1 2018 Stage 3 complaints contains one carried over from 2017.

It is worth noting that the complaints originated from 28 wholesale houses (and News UK DTR) compared with 19 locations in the corresponding 2017 period. There were no complaints made against the NMA or PPA.

The majority of Stage 2 complaints were completed within the preferred 14-day timescale; however, 4 complaints were completed after the 28-day time limit. There were 2 Stage 3 complaints that were not adjudicated within the 14-day period.

The next section of this report shows summary data for breaches by standard, association and timeliness. Detailed information by wholesale branch is included in Appendix 1.

Summary Data

1. In period breaches by Standard

Totals	Standard										Total
	Terms & Conditions	Delivery Timeliness	Delivery Quality	Order & Supply Management	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	
Jan - Mar 18	0	20	9	3	5	3	9	0	22	0	71
Jan - Mar 17	0	16	13	7	3	5	5	0	15	0	64
Difference + / -	0	4	-4	-4	2	-2	4	0	7	0	7

2. In period breaches by Association.

Association	Standard										
	Terms & Conditions	Delivery Timeliness	Delivery Quality	Order & Supply Management	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	Total
Jan - Mar 18											
Menzies	0	4	0	0	1	0	0	0	0	0	5
News UK/DTR	0	0	0	0	0	0	1	0	0	0	1
Smiths News	0	16	9	3	4	3	8	0	22	0	65
NMA	0	0	0	0	0	0	0	0	0	0	0
PPA	0	0	0	0	0	0	0	0	0	0	0
Total	0	20	9	3	5	3	9	0	22	0	71
Jan - Mar 17											
Menzies	0	3	0	0	0	0	0	0	0	0	3
News UK/DTR	0	0	1	2	0	1	1	0	0	0	5
Smiths	0	13	12	5	3	4	4	0	15	0	56
NMA	0	0	0	0	0	0	0	0	0	0	0
PPA	0	0	0	0	0	0	0	0	0	0	0
Total	0	16	13	7	3	5	5	0	15	0	64

3. Timeliness of Stage 2

Jan – Mar 2018

Wholesaler/Publisher	Number of Complaints	Not completed in 28 days	Average time for completion (days)
DTR London	1	0	2
Menzies Distribution	5	1	22.7
Smiths News	65	3	7.8

Jan – Mar 2017

Wholesaler/Publisher	Number of Complaints	Not completed in 28 days	Average time for completion (days)
DTR London	5	0	16.6
Menzies Distribution	3	0	5.3
Smiths News	56	0	4.2

Appendix 1

Breaches by branch Jan – Mar 2018

Wholesale Location	Standard										Total
	Terms & Conditions	Delivery Timeliness	Delivery Quality	Order & Supply	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	
Aberdeen	0	1	0	0	0	0	0	0	0	0	1
Birmingham	0	2	1	0	0	0	0	0	1	0	4
Bristol	0	1	0	0	0	0	0	0	0	0	1
Croydon	0	2	0	0	0	0	0	0	0	0	2
Exeter	0	0	0	0	0	0	0	0	1	0	1
Gloucester	0	0	1	0	0	1	0	0	0	0	2
Hammersmith	0	0	0	0	0	1	0	0	0	0	1
Hemel Hempstead	0	2	1	2	3	0	0	0	3	0	11
Inverness	0	1	0	0	0	0	0	0	0	0	1
Leicester	0	1	0	0	0	0	0	0	0	0	1
Liverpool	0	0	0	0	0	0	0	0	1	0	1
Milton Keynes	0	0	1	0	0	0	0	0	0	0	1
Newcastle	0	0	1	0	0	0	0	0	1	0	2
Newmarket	0	0	0	0	0	0	0	0	1	0	1
Newport	0	0	2	0	0	0	1	0	2	0	5
News UK / DTR	0	0	0	0	0	0	1	0	0	0	1
Nottingham	0	1	0	0	0	0	0	0	1	0	2
Reading	0	1	0	0	0	0	0	0	2	0	3
SEL	0	1	0	0	0	0	0	0	0	0	1
Slough	0	1	0	0	0	0	0	0	0	0	1
Stevenage	0	0	0	1	0	0	0	0	1	0	2
Stockport	0	3	0	0	0	1	0	0	2	0	6
Stockton	0	1	0	0	0	0	0	0	0	0	1
Stoke	0	1	2	0	0	0	0	0	0	0	3
Warrington	0	0	0	0	0	0	0	0	2	0	2
Wednesbury	0	1	0	0	1	0	7	0	3	0	12
Worcester	0	0	0	0	0	0	0	0	1	0	1
York	0	0	0	0	1	0	0	0	0	0	1
Total	0	20	9	3	5	3	9	0	22	0	71

Appendix 1 cont.

Breaches by branch Jan – Mar 2017

Wholesale Location	Standard										Total
	Terms & Conditions	Delivery Timeliness	Delivery Quality	Order & Supply Management	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	
Borehamwood	0	1	2	1	1	1	0	0	2	0	8
Croydon	0	1	0	0	0	0	0	0	0	0	1
Exeter	0	0	0	0	0	0	0	0	1	0	1
Gloucester	0	0	0	1	1	0	0	0	0	0	2
Hammersmith	0	0	0	0	0	0	0	0	1	0	1
Hornsey	0	0	2	0	0	0	0	0	0	0	2
Leeds	0	1	0	0	0	0	0	0	0	0	1
Leicester	0	1	1	0	1	0	0	0	0	0	3
Linwood	0	1	0	0	0	0	0	0	0	0	1
Milton	0	1	0	0	0	0	0	0	1	0	2
Newport	0	0	0	0	0	0	0	0	1	0	1
News UK/DTR	0	0	1	2	0	1	1	0	0	0	5
Nottingham	0	3	1	1	0	0	0	0	2	0	7
Peterborough	0	2	0	0	0	0	1	0	1	0	4
Sheffield	0	1	0	0	0	0	0	0	0	0	1
Slough	0	1	1	1	0	0	0	0	1	0	4
Stevenage	0	2	2	1	0	2	2	0	2	0	11
Stockport	0	0	2	0	0	1	0	0	2	0	5
Wednesbury	0	1	1	0	0	0	1	0	1	0	4
Total	0	16	13	7	3	5	5	0	15	0	64