



A Meeting of the Press Distribution Review Panel is to be Held on Thursday 8th May 2014 at 2.00 pm at the Offices of Market Force, Blue Fin Building, 110 Southwark St, London, SE1 0SU.

Agenda

1. Apologies for Absence
2. Minutes of Last Meeting – 30/1/2014
3. Matters Arising
4. Standardisation of Restitution Payments
5. Stage 2 Complaints Audit
6. PDC Training at Wholesale Level
7. Timeliness and Accuracy of Stage 2 Complaint Data
8. Reports From Retail Representative
9. Report on Complaints Resolved Via PDF Helpline
10. Any Other Business
11. Date of Next Meetings

Attachments:

Provisional Draft Minutes of Last Meeting – 30/1/2014
PDC Restitution Discussion Documents
Analysis of Complaints Resolved Via PDF Help Line

PLEASE NOTE THAT SOME PROGRESS NEEDS TO BE MADE ON ITEMS 4 AND 5 OF THE AGENDA. IN THESE CIRCUMSTANCES THE MEETING MIGHT HAVE TO FINISH LATER THAN USUAL