



Complaints Resolution Process - Your 3 step guide

The Press Distribution Charter doesn't just set out the minimum service standards you should expect from your wholesaler or publisher - it provides a simple, 3-step process for raising any issues you have and getting them resolved.

If you have a complaint, you can follow this process:

1

Informal Discussion

Contact your wholesaler
Discuss the issue(s)
Resolved within 48 hours or move to Stage 2



2

Fast Track Resolution

Complaint remains unresolved
Is it serious or persistent ?
Contact company responsible
Use company's Fast Track Resolution process
Normally completed within 14 days but no longer than 28 days



3

Independent Arbitration

Complaint remains unresolved ?
Refer it to Chairman of PDRP*
Independent Arbitrator
Arbitrator's decision concluded within 14 days



This process is designed to give you the simplest, most effective means of raising your concerns.

If you would like to know more about the **Press Distribution Charter**, or this process, you can visit www.pressdistributionforum.com

***Press Distribution Review Panel**

right product

right place

right time

www.pdrp.co.uk

every area, every retailer, every day