



A Meeting of the Press Distribution Review Panel is to be Held on Thursday 27th November 2014 at 2.00 pm at the Offices of Marketforce, Blue Fin Building, 110 Southwark St, London, SE1 0SU.

Agenda

1. Apologies for Absence
2. Welcome and Introduction of New Members
3. Minutes of Last Meetings . 08/05/2014 and 4/09/2014
4. Matters Arising
5. Standardisation of Restitution Payments
6. PDC Retail Notes of Guidance
7. Stage 2 Complaints Audit
8. PDC Training at Wholesale Level
9. Reports From Retail Representative
10. Report on Complaints Resolved Via PDF Helpline
11. Any Other Business
11. Dates of Next Meetings

Attachments:

Minutes - 08/05/2014
Provisional Draft Minutes of Last Meeting . 04/09/2014
Draft 'PDC Retail Notes of Guidance'
Email Correspondence Between Chairman and PDRP Administrator
Complaints Audit Questionnaire
Analysis of Complaints Resolved Via PDF Help Line