



Press Distribution Charter

Quarterly Report 01/04/2015 – 30/06/2015

During the three month period between 1st April 2015 and 30th June 2015 a total of 26 completed PDC Stage 2 complaint forms were submitted generating 37 breaches of PDC standards. The complaints originated from 18 wholesale houses and 2 from the News Media Association.

During this period there was 2 complaints escalated to Stage 3.

During the period under review there were in excess of 16 complaints resolved via the PDF helpline. During the corresponding period last year there were 13 telephone resolutions.

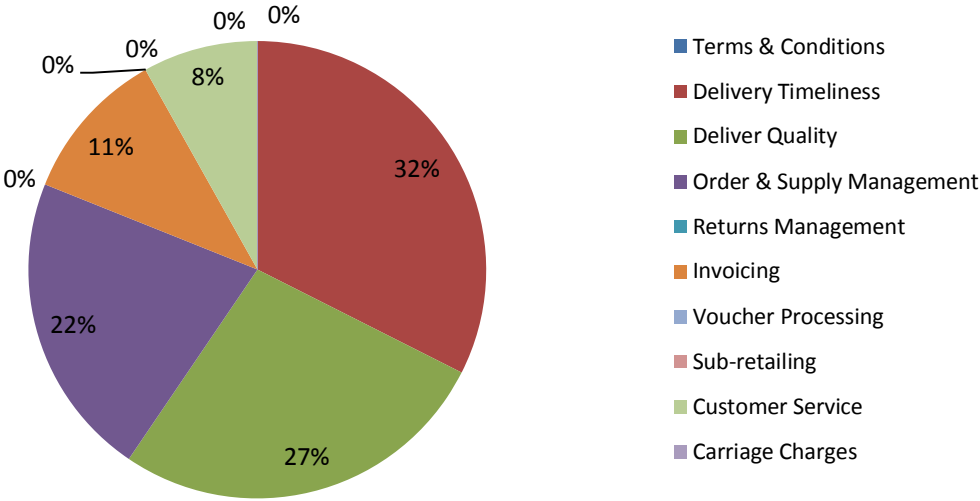
In the corresponding period last year there were a total of 33 PDC Stage 2 complaints that generated 54 failures to meet PDC standards. The complaints originated from 21 wholesale houses.

Complaints by Standard

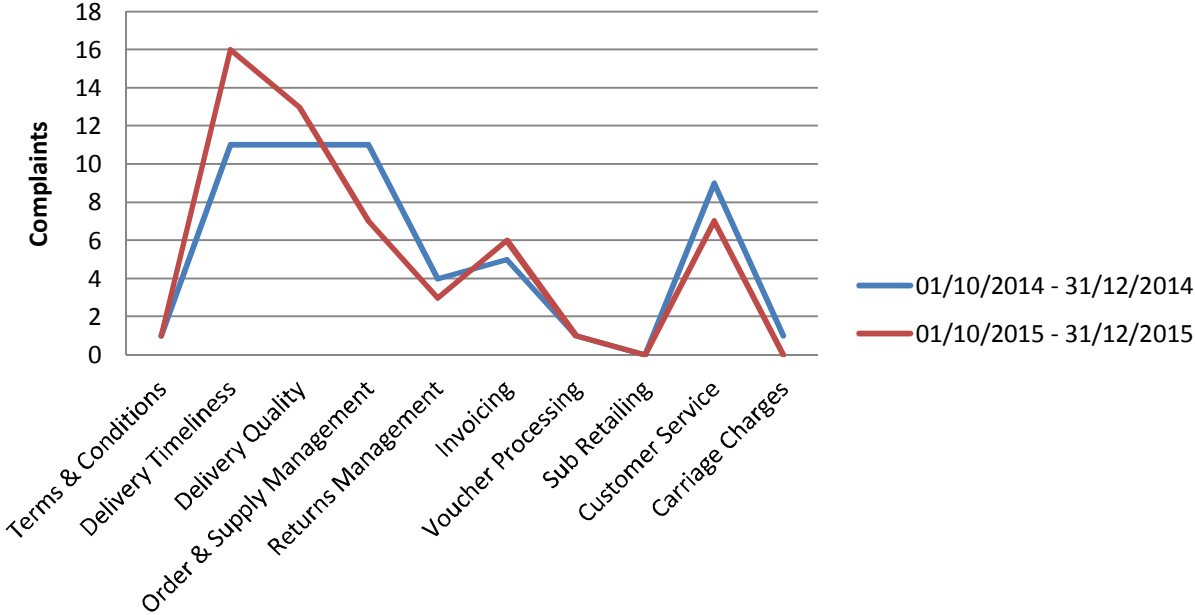
Of the 37 breaches that were reported 0 related to Terms & Conditions, 12 Delivery Timeliness, 10 Delivery Quality, 8 Order and Supply Management, 0 Returns Management, 4 Invoicing, 0 Voucher Processing, 0 Sub-retailing, 3 Customer Service and 0 Carriage Charges.

Between 01/04/2014 and 30/06/2014 of the 54 failures, 1 related to Terms & Conditions, 11 Delivery Timeliness, 11 Delivery Quality, 11 Order & Supply Management, 4 Returns Management, 5 Invoicing, 1 Voucher Processing, 0 Sub-retailing, 9 Customer Services and 1 Carriage Service.

Complaints by Standard 01/04/2015 - 30/06/2015



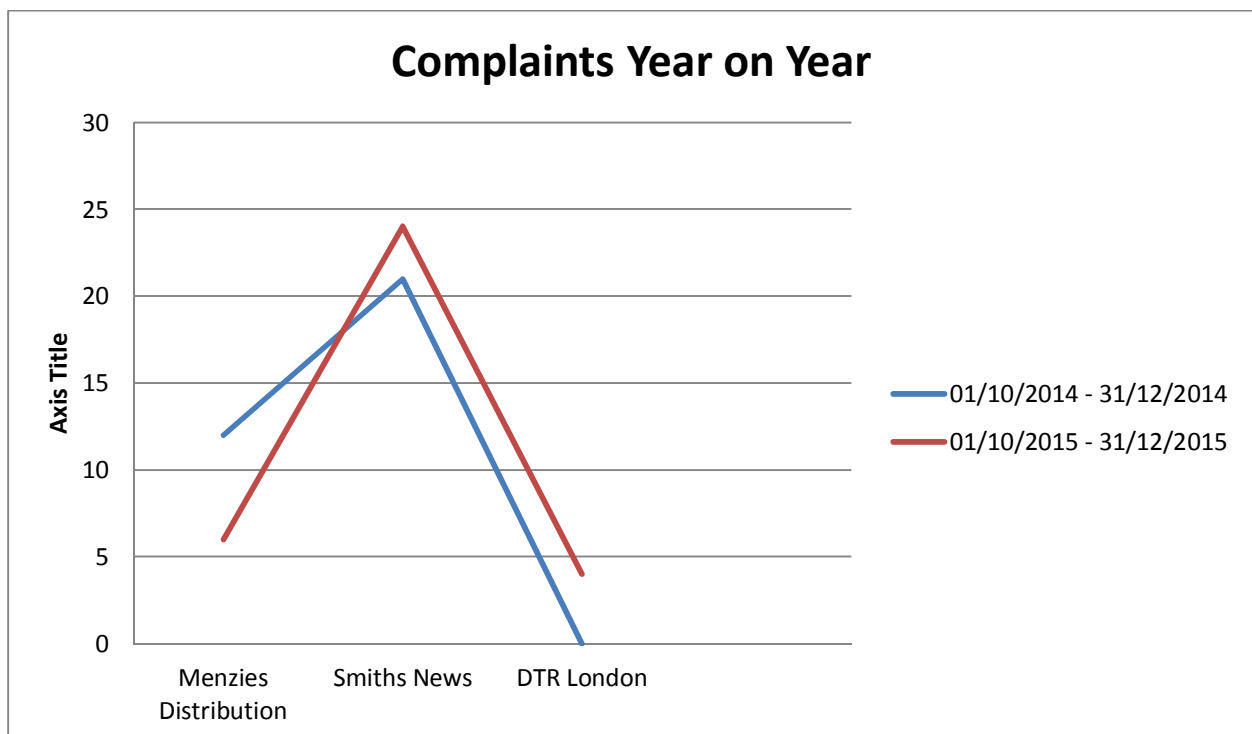
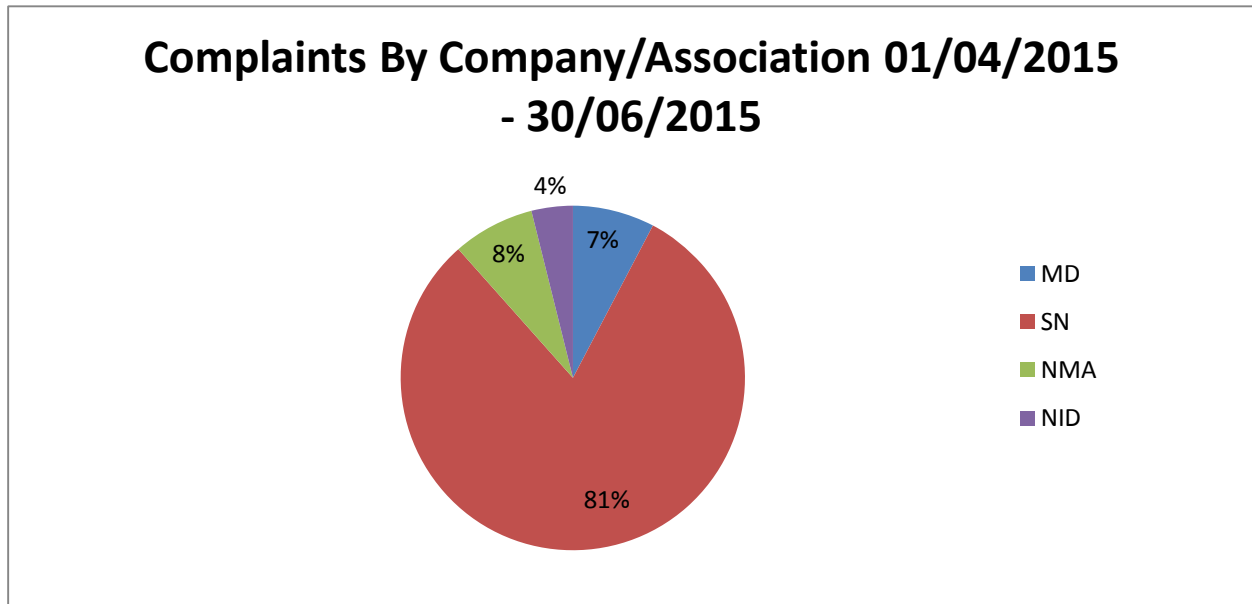
Complaints Year on Year



Complaints by Company/Association

Menzies Distribution dealt with 2 Stage 2 complaints, Smiths News 21, NewsUK Distributor 1 and NMA 2. There were no complaints made against magazine publishers/distributors.

In the same period last year Menzies Distribution had 12 Stage 2 complaints made against them and Smiths News 21. There were no complaints recorded against newspaper publishers or magazine publishers/distributors.



Type of Complaint by Branch

Wholesaler/ Publisher	Area	T. & C.	Del. T.	Del. Q.	Ord. & Supp.	R.M.	Inv.	V. P.	Sub. Ret.	C. S.	C. C.
Menzies	Maidstone				1						
Dist.	Sheffield		1								
Smiths	Barnstaple				2						
News	Borehamwood				1						
	Bournemouth			1			1			1	
	Bristol				1						
	Hammersmith		4	2			2			1	
	Liverpool			1						1	
	Newport		1				1				
	Oxford		1								
	Peterborough		1								
	Plymouth		1	1							
	Redruth				1						
	Slough			1							
	Stockport		1	2	1						
	Swindon				1						
	Yeovil			1							
NMA			2								
NewsUK Distributors				1							
	TOTALS		12	10	8	0	4	0	0	3	0

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

The corresponding table for the period 01/04/2014 - 30/06/2014 is as follows:

Wholesaler/ Publisher	Area	T & C	Del. T	Del. Q	Ord. & Supp.	R.M.	Inv.	V. P	Sub. Ret.	C. S.	C. C.
Menzies	Ipswich				1						
Dist.	Linwood				1						
	Maidstone		1		1					1	
	Sheffield	1	3	2	1	1					1
	York			1							
	Total	1	4	3	4	1	0	0	0	1	1
Smiths	Borehamwood				1		1			1	
News	Croydon		1	1	1						
	Exeter		1		1		1			1	

	Hornsey		1								
	Liverpool		1			1					
	Newport				1					1	
	Northampton									1	
	Nottingham					1					
	Oxford			1	1						
	Plymouth			1			1				
	Redruth			1						1	
	Slough		1	1				1			
	Southampton						1			1	
	Stockport		1								
	Wednesbury			2	2		1			2	
	Yeovil			1		1					
	Total	0	7	7	7	3	5	1	0	8	0
	TOTALS	1	11	11	11	4	5	1	0	9	1

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

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 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	2	0	1.00
News Media Ass.	2	0	16.50
NID	1	0	10.00
Smiths News	21	1	11.90

Timeliness last year was as follows:

Wholesaler/Publisher	Number of Complaints	Not completed in 28 days	Average Time for Completion
Menzies Distribution	12	2	11.58
Smiths News	21	2	10.90

Comment

Trends

Over the years it has become apparent that the Spring quarter is one of the quietest for Stage 2 and 3 complaints and this year is no exception with the total number of complaints at 37 which is marginally higher than 2014 at 33. The PDRP recognises that as the Press Distribution Charter becomes more widely known, the number of complaints registered under its provisions will increase.

The PDRP is pleased to note that complaints concerning delivery timeliness have dropped, but concerned to note that over a number of quarters the complaints concerning delivery quality are gradually increasing.

Historically voucher processing has been a problem to retailers which has been highlighted by the complaint statistics. I am pleased to report that the industry has made every effort to improve performance in this area and has been rewarded with a substantial fall off in the number of complaints in this category.

There has always been concern at the number of complaints concerning customer service and, with this in mind, I am pleased to report a substantial drop in such complaints.

Quality Assurance Questionnaire

The quality assurance project began with a hard copy of a questionnaire being circulated to all retailers making a Stage 2 and 3 complaint. Unfortunately, responses were disappointing and it became necessary for the PDRP Administrator to phone retailers and take down questionnaire responses over the phone. This was obviously time consuming and expensive.

The PDRP reviewed the operation and decided that the questionnaire would be better delivered to the retailers by way of an electronic survey which would allow retailers to respond quickly and anonymously. The responses will be captured within a computer data base. In order to achieve this, when complaints are resolved a link to the questionnaire will be forwarded to the retailer requesting them to respond accordingly. A press release will be issued detailing the review procedure.

PDC - Guidance Notes for Retailers

This publication has now been finalised and is being issued by wholesalers, publishers, distributors and the PDRP Administrator with every PDC Stage 2 Complaint Form. The PDRP sincerely hopes that the guide will help retailers in the preparation of formal complaints.

Subsequent to the launch of the guide the NFRN submitted a number of constructive points on the guide and the PDC which the PDRP is considering. Deliberation will be concluded at the September meeting whereupon any necessary changes will be made to

the guide and recommendations on standards and the complaints process made to the PDC Review Committee.

Complaints Process

The PDRP is committed to developing a correction/restitution package that reduces the dependence on Stage 2 and 3 Complaints.

Neil Robinson
Chairman – Press Distribution Review Panel
27/07/2015