



Press Distribution Charter

Quarterly Report 01/07/2016 – 30/09/2016

During the three month period between 1st July 2016 and 30th September 2016 a total of 35 completed PDC Stage 2 complaint forms were submitted generating 56 breaches of PDC standards. The complaints originated from 18 wholesale houses. There were no complaints made against the NMA or PPA.

During this period 2 complaints were escalated to Stage 3.

During the period under review there were in excess of 38 complaints resolved via the PDF helpline. During the corresponding period last year there were 31 telephone resolutions.

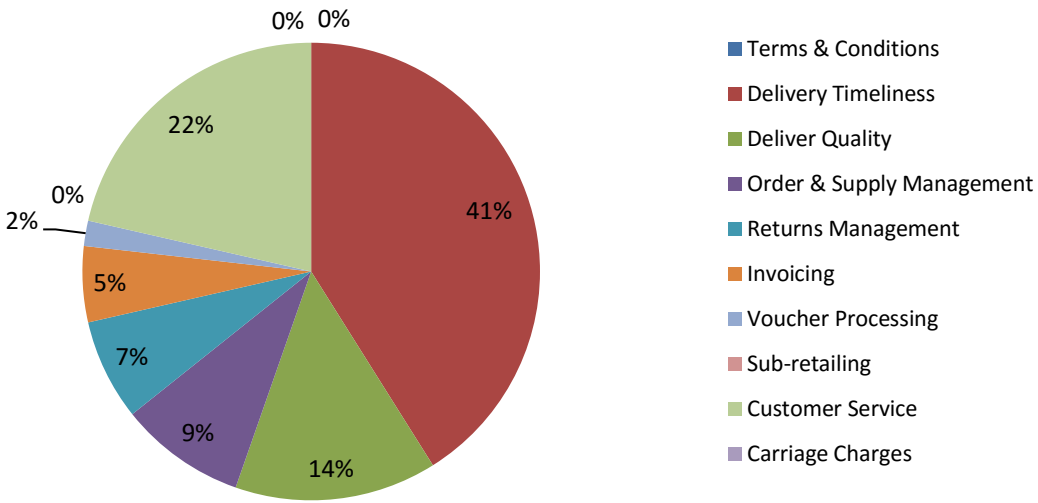
In the corresponding period last year there were a total of 28 PDC Stage 2 complaints that generated 46 failures to meet PDC standards. The complaints originated from 14 wholesale houses. There were no complaints made against the NMA or PPA.

Complaints by Standard

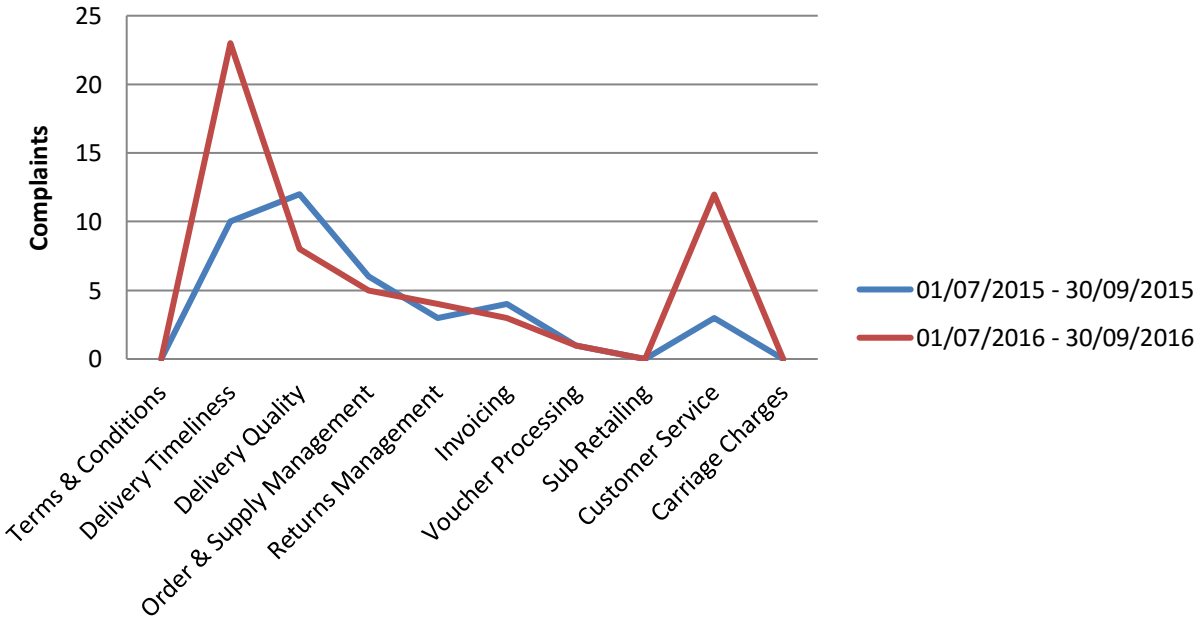
Of the 56 breaches that were reported 0 related to Terms & Conditions, 23 Delivery Timeliness, 8 Delivery Quality, 5 Order and Supply Management, 4 Returns Management, 3 Invoicing, 1 Voucher Processing, 0 Sub-retailing, 12 Customer Service and 0 Carriage Charges.

Between 01/07/2015 and 30/09/2015 of the 46 failures, 0 related to Terms & Conditions, 10 Delivery Timeliness, 12 Delivery Quality, 6 Order and Supply Management, 3 Returns Management, 4 Invoicing, 1 Voucher Processing, 0 Sub-retailing, 10 Customer Service and 0 Carriage Charges.

Complaints by Standard 01/07/2016 - 30/09/2016



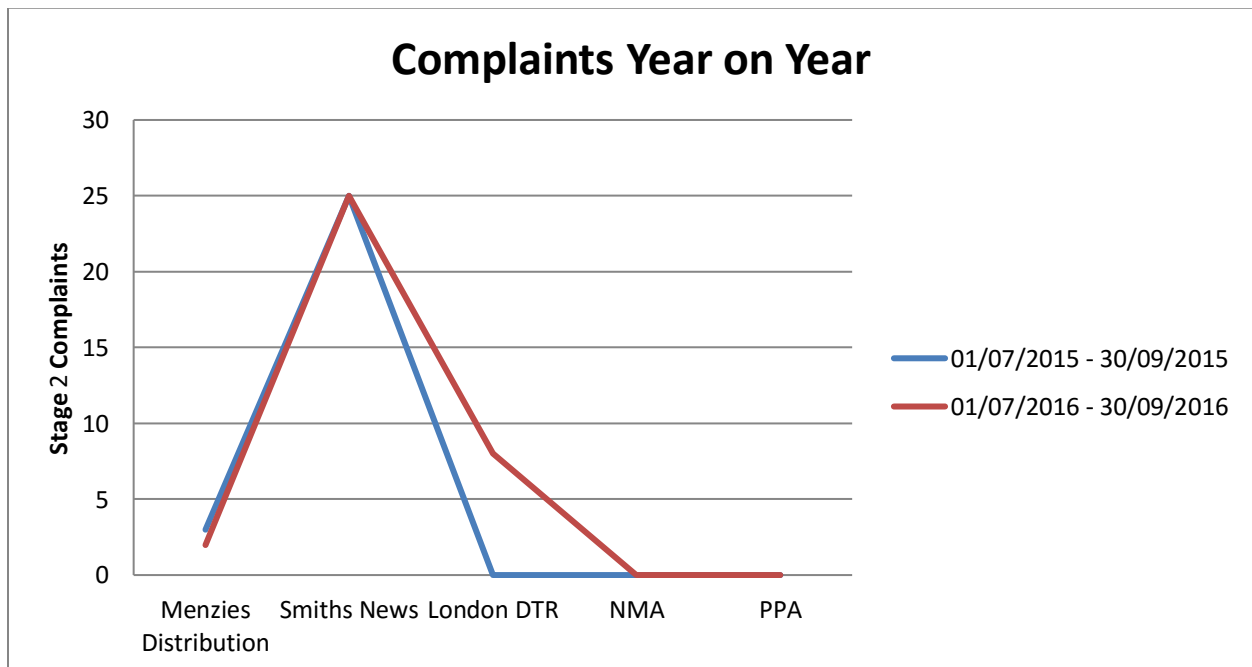
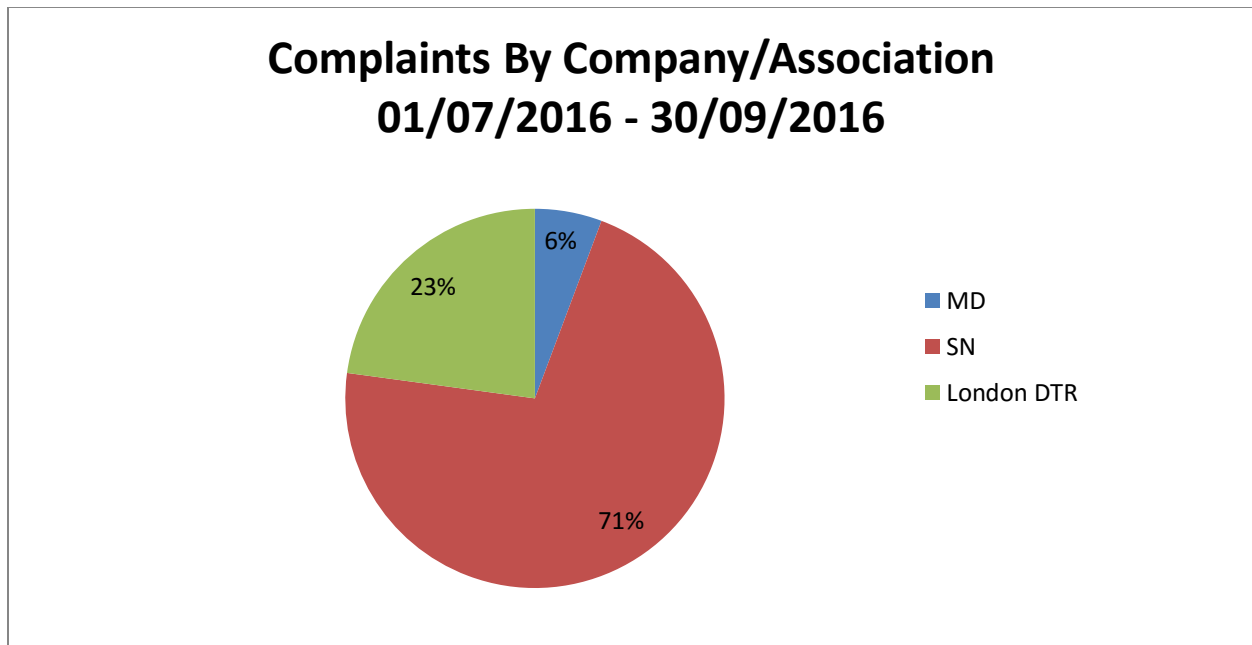
Complaints Year on Year



Complaints by Company/Association

Menzies Distribution dealt with 2 Stage 2 complaints and Smiths News 25. There were 8 complaints made against London DTR. There were no complaints made against newspaper publishers or magazine publishers/distributors.

In the same period last year Menzies Distribution had 3 Stage 2 complaints made against them and Smiths News 25 . There were no complaints recorded against the MNA or PPA.



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	S E London		1								
Dist.	Swansea		1								
	TOTAL	0	2	0	0	0	0	0	0	0	0
Smiths	Barnstable				2					2	
News	Birmingham		1								
	Borehamwood		3	2			1			1	
	Croydon									1	
	Exeter		1			1					
	Hammersmith		1			1	1			1	
	Hornsey		1	1							
	Lancing					1				1	
	Newcastle									1	
	Newport		2	1						1	
	Nottingham		1		1						
	Peterborough		1								
	Stevenage				1	1				1	
	Stockport		4	3	1					3	
	Taunton			1							
	TOTAL	0	15	8	5	4	2	0	0	12	0
	London DTR	0	6	0	0		1	1	0	0	0
	TOTALS	0	23	8	5	4	3	1	0	12	0

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

The corresponding table for the period 01/07/2015 - 30/09/2015 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	1						
Dist.	Leeds		1								
	Preston				1						
	TOTAL	0	1	1	2	0	0	0	0	0	0
Smiths	Birmingham									1	

News	Hammersmith		2	3		1				1	
	Hornsey					1	2				
	Lancing		2		1						
	Newport			1			1			1	
	Nottingham		1	1	1	1	1			1	
	Oxford		1	1				1		1	
	Peterborough		2	3	2					4	
	Plymouth									1	
	Reading		1	1							
	Shrewsbury			1							
	TOTAL	0	9	11	4	3	4	1	0	10	0
	TOTALS	0	10	12	6	3	4	1	0	10	0

*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	1	21.00
London DTR	8	1	25.63
Smiths News	25	3	10.60

Timeliness for the first quarter last year was as follows:

Wholesaler/Publisher	Number of Complaints	Not completed in 28 days	Average Time for Completion
Menzies Distribution	3	0	3.34
Smiths News	25	1	7.64

Both Stage 3 complaints were adjudicated on within 14 days.

Press Distribution Forum Help Line

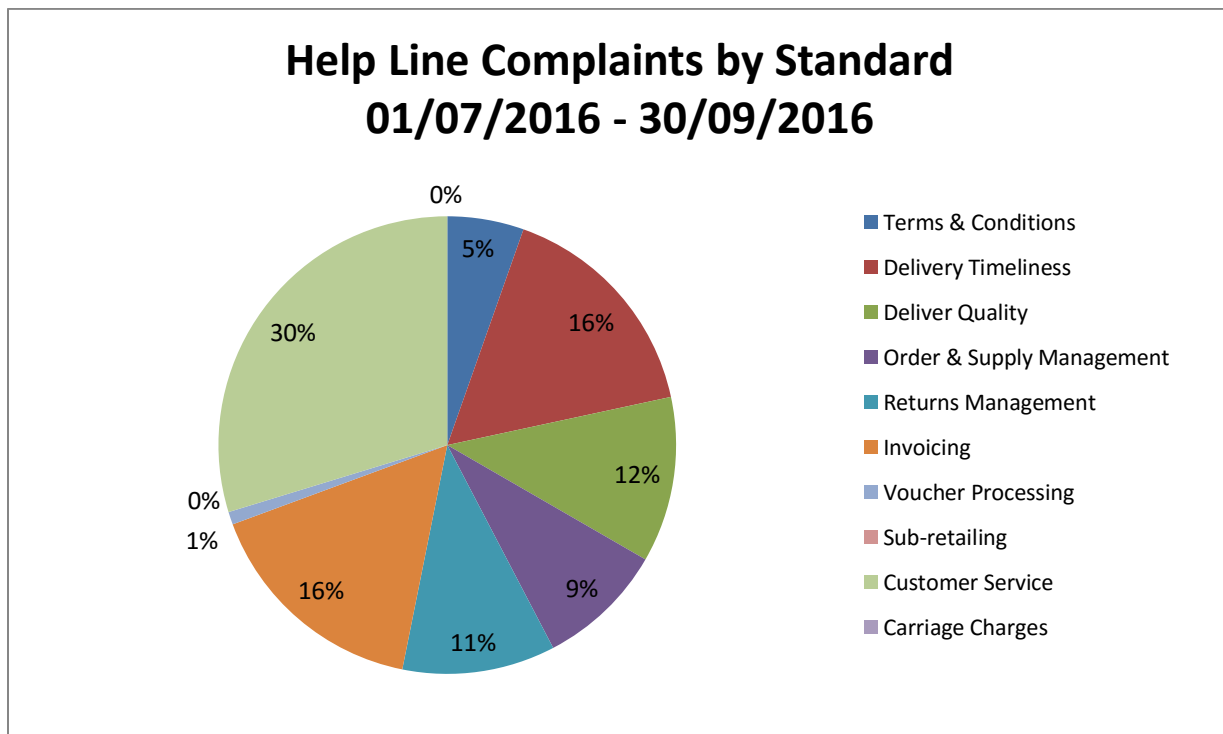
Statistics are:

01/07/2016 - 30/09/2016

T & C	Del. T.	Del.Q.	O.S.M.	R.M.	Inv.	V.P.	Sub. R	Cus. S	C.C.
6	18	13	10	12	18	1	0	33	0

T & C - Terms and Conditions
 Del. T. - Delivery Time
 Del. Q. - Delivery Quality
 O.S.M. - Order & Supply Management
 R.M.- Returns Management

Inv. - Invoicing
 V.P. - Voucher Processing
 Sub R. - Sub Retailing
 Cus. S - Customer Service
 C.C. - Carriage Charges



Comment

Trends

Complaints made in the third quarter of 2016 show an increase year on year with 35 completed PDC Stage 2 complaint forms issued against 28 in the same quarter of 2015. Those complaints related to 56 breaches of PDC standards against 46 in 2015.

Once again, much of the increase in complaints relates to timeliness of delivery which, as a category, show a 130% increase year on year. The problems surrounding timeliness of delivery don't seem to be going away!

Whilst timeliness of delivery continues to disadvantage service levels, it is pleasing to note that there has been a 33.33% drop in the number of complaints concerning the quality of delivery. Over quite a number of months this category has been a cause for concern with the number of service failures exceeding timeliness of delivery on a number of occasions. The PDRP welcomes this significant improvement.

Voucher Processing and Returns Management were reported as showing a significant year on year percentage increase in the last quarterly report and the PDRP notes a return to more customary figures in this quarter under review. This tends to suggest that these categories merely suffered a temporary statistical 'blip' thereby relieving cause for concern.

The PDRP welcomes the fall in invoicing complaints.

Customer Service complaints continue to be the second biggest category of complaint.

Compliance with the timeliness regime of Stage 2 complaint appears to have suffered this quarter. Whilst the average figure for Menzies Distribution is distorted by its only having two complaints, one unacceptably high and the other very low, Smiths News average time has slipped and London DTR's average time for completion is very high.

Wholesalers and publishers are reminded that under the terms of the Press Distribution Charter complaints process, "Stage 2 should normally be completed within 14 days".

Press Distribution Review Panel Activities

Quality Assurance Questionnaire

Unfortunately, the PDRP still awaits its first completed Quality Assurance Questionnaire. As has been stated before, by providing feedback, retailers can help improve the complaints process.

The link to the questionnaire is:

<http://www.pressdistributionforum.com/complaint-questionnaire/index.html>

Publicity

Having formed a Sub Group to look at promoting the Press Distribution Charter and its complaint process, the full PDRP will be considering the group's report and budget estimate at its December meeting.

The PDRP is charged under its constitution with encouraging compliance with the Press Distribution Charter and it is of the opinion that one of the best ways of doing this is encouraging retailers to make a formal complaint when PDC standards are not met. Unfortunately, there is insufficient retail awareness of the Charter and its complaints procedure which hinders this. Through publicity, the PDRP hopes to rectify this.

RDTs and SDTs

The PDRP has discussed RDTs and SDTs at length and is of the opinion that their existence is essential to the Press Distribution Charter and its complaints process. During the course of the quarter under review the PDRP issued a release to the trade press which attempted to make retailers more aware of RDTs and STDs and encourage them to ascertain their own formal delivery times. As a result, articles did appear in the trade press and it is to be hoped that retailers took note of these.

If a retailer is unaware of his RDT/SDT he should request the same from his wholesaler immediately.

PDC - Guidance Notes for Wholesalers

With such a complex and time sensitive supply chain operation it is inevitable that problems will occur from time to time. Most issues are resolved quickly at a local level and the Charter's minimum service standards undoubtedly help to achieve this. If the problems are more serious or are of a persistent nature, the Charter is supported by a formal complaints process that facilitates resolution.

Much of the PDRP's work load is dedicated to satisfying that part of its constitution remit that reads "to collect, audit and publish data on compliance". This function is of considerable importance because it underlines the basic principle of self regulation, transparency.

In order for the efficiency of the newspaper and magazine industry to be monitored and thereby, hopefully, improved it is necessary to publish reports detailing performance, numbers, handling and outcomes of service complaints. With this in mind wholesalers and publishers should be made aware of their obligations and given support enabling them to comply.

It is this support that has been considered by the PDRP and it has been decided to prepare and publish guidance notes for wholesaler.

Through introducing such a document it is hoped that we can arrive at a more unified handling of Stage 2 complaints.

Most importantly it will remind those operatives responsible for handling Stage 2 complaints that once a completed Stage 2 complaint form has been received from a retailer, it must be logged and referred to the appropriate person submitting monthly returns to the PDRP Administrator. It is this capture of data that enables the efficiency of the industry to be monitored.

Issues

Data capture remains a problem. Wholesalers and publishers are required to submit their complaints data by 21st of the succeeding month, but this has still not been happening. The situation has improved considerably over the quarter under review, but some still have an inability to comply!

Neil Robinson
Chairman – Press Distribution Review Panel
02/11/2016