



Press Distribution Charter

Quarterly Report 01/07/2017 – 30/09/2017

During the three-month period between 1st July 2017 and 30th September 2017 a total of 154 completed PDC Stage 2 complaint forms were submitted generating 156 breaches of PDC standards. The complaints originated from 22 wholesale houses, News UK DTR and from the NMA. There were no complaints made against the PPA.

During this period 9 complaints were escalated to Stage 3.

During the period under review there were 62 complaints resolved via the PDF helpline which generated 181 breaches. During the corresponding period last year there were 38 telephone resolutions.

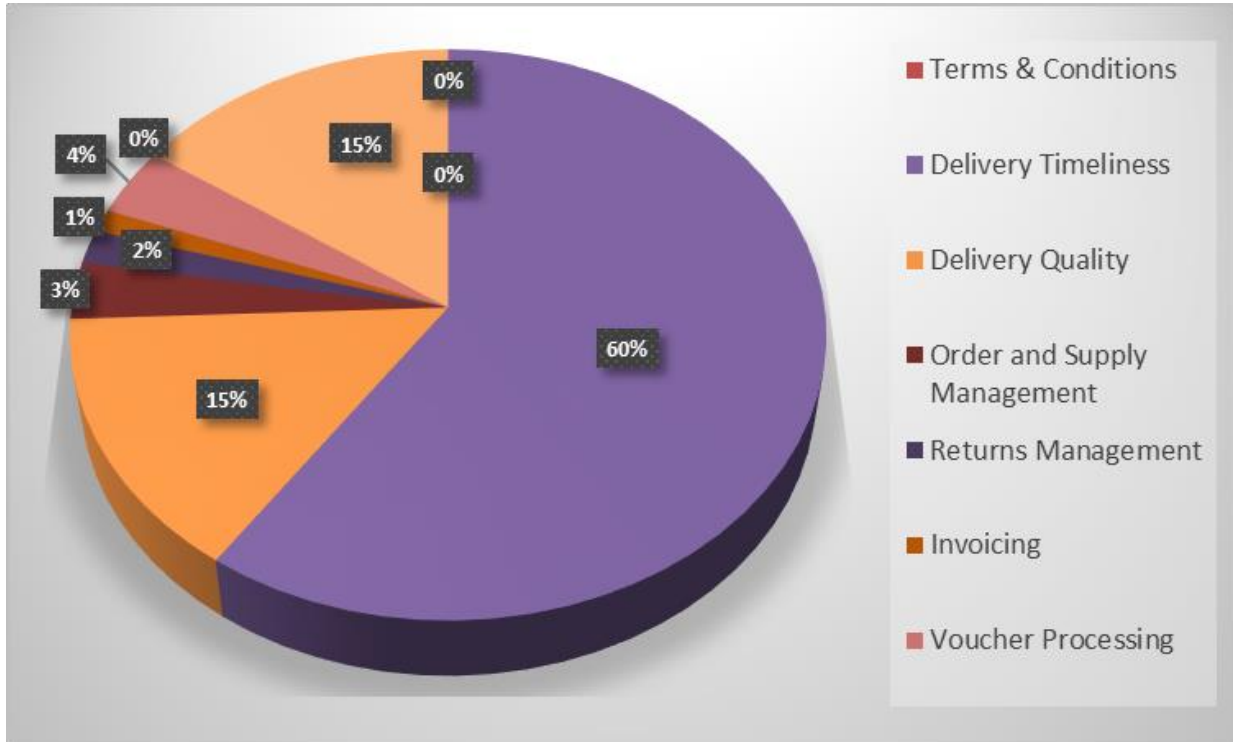
In the corresponding period last year there were a total of 35 PDC Stage 2 complaints that generated 56 failures to meet PDC standards. The complaints originated from 18 wholesale houses. There were no complaints made against the NMA or PPA.

Complaints by Standard

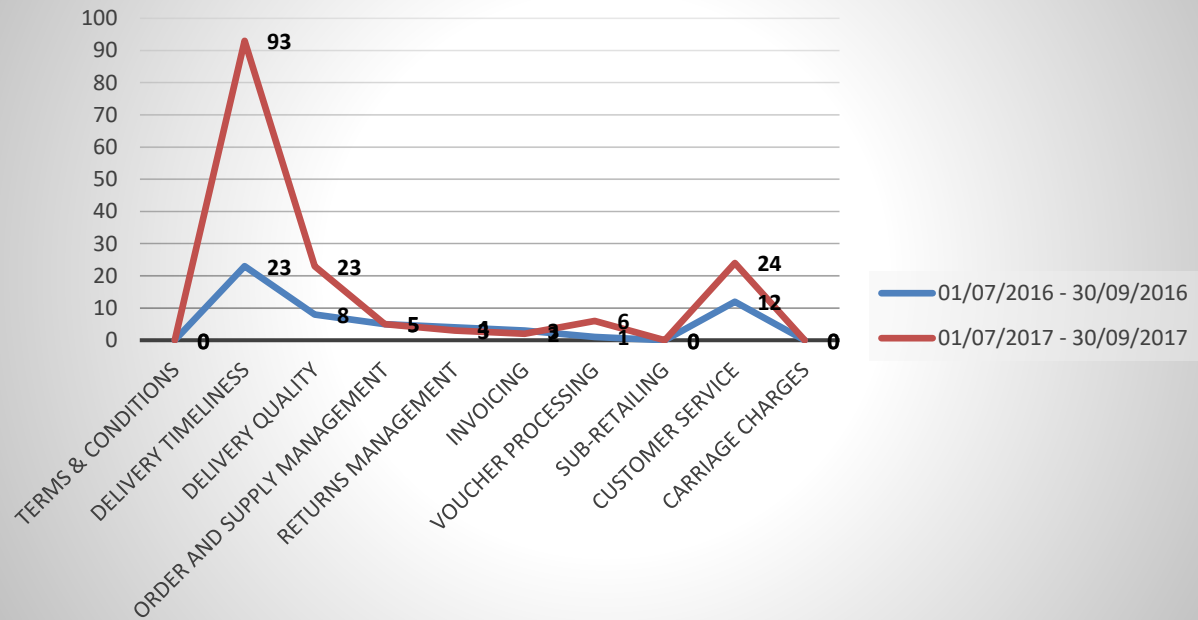
Of the 156 breaches that were reported 0 related to Terms & Conditions, 93 Delivery Timeliness, 23 Delivery Quality, 5 Order and Supply Management, 3 Returns Management, 2 Invoicing, 6 Voucher Processing, 0 Sub-retailing, 24 Customer Service and 0 Carriage Charges.

Between 01/07/2016 and 30/09/2016 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.

Complaints by Standard - 01/07/2017 - 30/09/2017



Complaints Year on Year

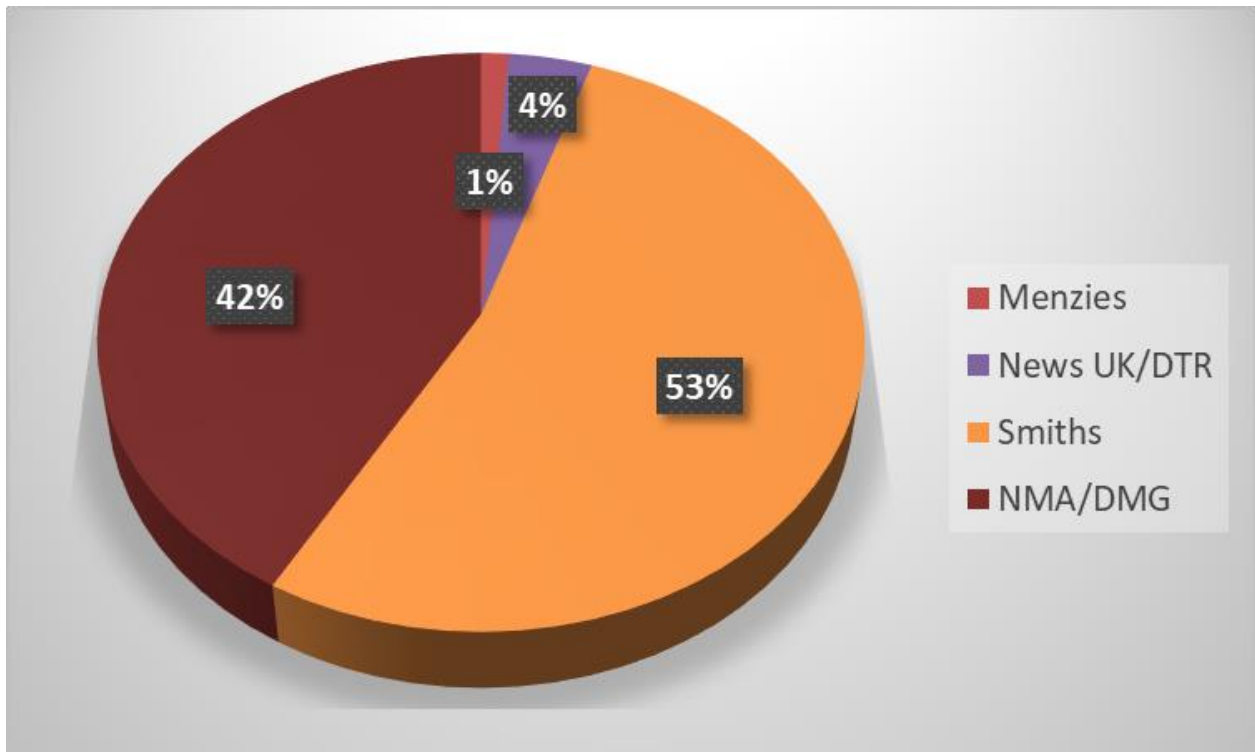


Complaints by Company/Association

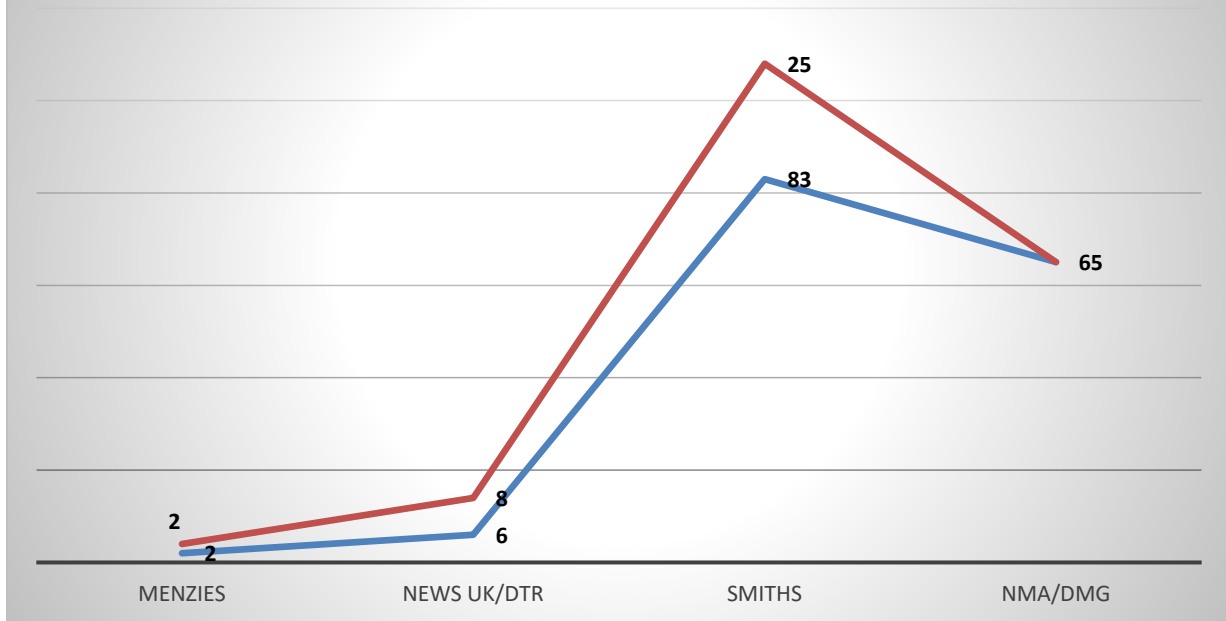
DTR London dealt with 6 Stage 2 complaints, Menzies Distribution 2 and Smiths News 83, NMA 65 There were no complaints made against magazine publishers/distributors.

In the same period last year 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.

Complaints by Company/Association - 01/07/2017 - 30/09/2017



Stage 2 Complaints YOY



Type of Complaint by Branch

	T&C	D/T	Del Q	OSM	RM	INV	VP	Sub Ret	C/S	CC
Croydon	0	0	0	0	1	0	0	0	0	0
Linwood	0	1	0	0	0	0	0	0	0	0
Milton Keynes	0	1	0	0	0	0	0	0	0	0
Newcastle	0	0	0	0	0	1	0	0	0	0
Newport	0	0	0	0	0	0	0	0	1	0
Northampton	0	0	0	0	0	0	0	0	1	0
Norwich	0	0	1	0	0	0	0	0	0	0
Warrington	0	1	0	0	0	0	0	0	0	0
Worcester	0	0	0	1	0	0	0	0	0	0
Yeovil	0	0	1	0	0	0	0	0	0	0
Reading	0	1	1	0	0	1	0	0	0	0
Shrewsbury	0	2	0	0	0	0	0	0	1	0
Stevenage	0	2	1	0	0	0	0	0	0	0
Gloucester	0	0	3	0	0	0	0	0	1	0
Hammersmith	0	0	0	0	0	0	2	0	2	0
Peterborough	0	3	0	0	0	0	0	0	2	0
Stockport	0	2	2	0	0	0	0	0	1	0
Hornsey	0	1	1	0	0	0	0	0	4	0
Slough	0	0	6	1	0	0	0	0	1	0
Lancing	0	5	1	0	0	0	0	0	3	0
Hemel Hempstead	0	1	3	1	1	0	1	0	5	0
Birmingham	0	7	2	2	0	0	0	0	2	0
Total Incidences	0	27	22	5	2	2	3	0	24	0
SEL	0	0	0	0	0	0	0	0	0	0
DTR	0	1	1	0	1	0	3	0	0	0
NMA tele	0	65	0	0	0	0	0	0	0	0
PPA	0	0	0	0	0	0	0	0	0	0
Total Incidences	0	93	23	5	3	2	6	0	24	0

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

The corresponding table for the period 01/07/2016 - 30/09/2016 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	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

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
London DTR	6	0	18.50
Menzies Distribution	2	0	7.50
Smiths News	81	0	7.2
NMA	65	65	36

Timeliness for the third quarter last year was as follows:

Wholesaler/Publisher	Number of Complaints	Not completed in 28 days	Average Time for Completion
DTR London	8	1	25.63
Menzies Distribution	2	1	21.00
Smiths News	25	3	10.60

All three Stage 3 complaints were adjudicated within the 14 day limit.

Press Distribution Forum Help Line

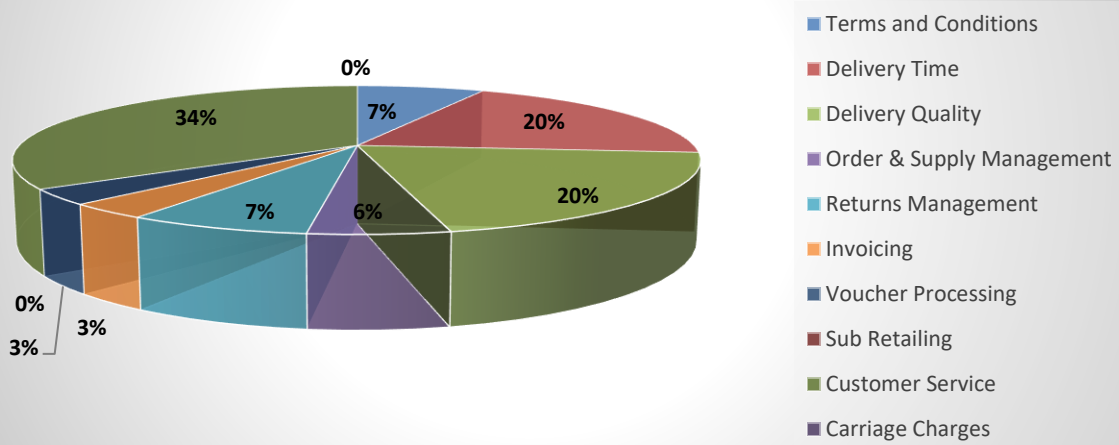
There were 62 telephone complaints raised via the PDF help Line which generated 181 separate category complaints as follows:

T. & C.	Del. T.	Del.Q.	O.S.M.	R.M.	Inv.	V.P.	Sub. R	Cus. S	C.C.
13	35	36	10	13	6	6	0	62	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

Help Line Complaints by Standard 01/07/2017 - 30/09/2017



Trends

The chart below shows the movement by Charter category when measured against the quarter 01/07/2016 - 30/09/2016.

	Total	T. & C.	Del. T.	Del. Q.	Ord. & Supp.	R M.	Inv.	V. P.	Sub. Ret.	C. S.	C. C.
01/07/2016 - 30/09/2016	111	6	18	13	10	12	18	1	0	33	0
% of Total		5%	16%	12%	9%	11%	16%	1%	0%	30%	0%
01/07/2017 - 30/09/2017	181	13	35	36	10	13	6	6		62	
% of Total		7%	19%	20%	6%	7%	3%	3%	0%	34%	0%

The PDRP notes the increase in the total number of complaints for the quarter under review when measured against the like period in 2016.

Customer service is again, the largest single category-

Delivery Quality has increased as has Delivery Timeliness

Order and Supply Management shows a continued drop over last year as does Returns Management

The timeliness of the Press Distribution Charter's complaints process maintains overall improvement excluding the 65 complaints relating to a single unique issue that exceeded the maximum 28 days required by the PDC complaints process in this quarter. The average time for the completion of all Stage 2 complaints has risen over the period last year from 6.65 days to 19.55 days.

Complaints Process

Unable to provide comment in this area

Mark Farris
Acting Chair – Press Distribution Review Panel
20/12/2017