



## **Press Distribution Charter**

### **Report 1/05/13 – 31/07/13**

During the three month period between 1<sup>st</sup> May and 31st July 2013 a total of 17 PDC Stage 2 complaint forms were submitted generating a total of 27 breaches of PDC standards. The complaints originated from 12 wholesale houses.

During this period there were five complaints escalated to Stage 3.

During the period under review there were in excess of 19 complaints resolved via the PDF helpline.

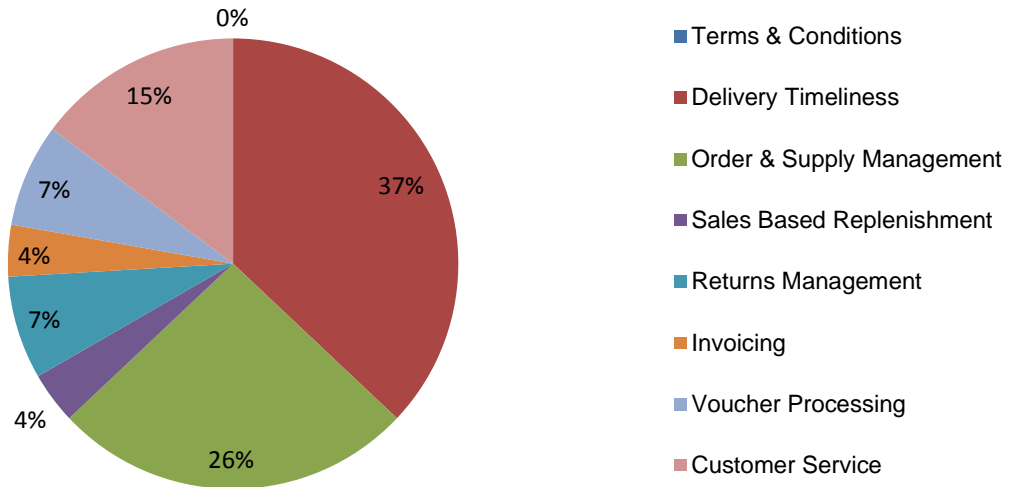
In the corresponding period last year there were a total of 7 PDC Stage 2 complaints that generated 10 failures to meet PDC standards. The complaints originated from 6 wholesale houses and 1 newspaper publisher.

### **Complaints by Standard**

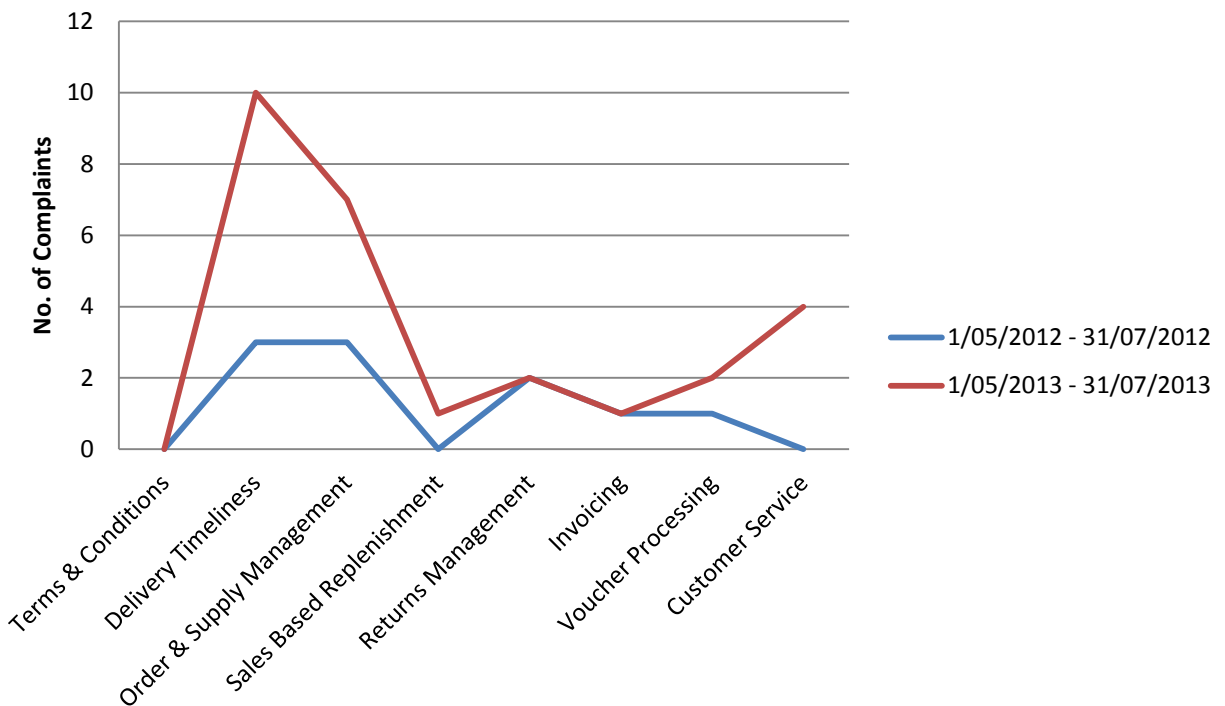
Of the 27 failures that were reported 0 related to Terms & Conditions, 10 Delivery Timeliness, 7 Order and Supply Management, 1 Sales Based Replenishment, 2 Returns Management, 1 Invoicing, 2 Voucher Processing and 4 Customer Service.

Between 1/05/2012 and 31/07/2012 of the 10 failures, 0 related to Terms & Conditions, 3 Delivery Timeliness, 3 Order & Supply Management, 0 Sales Based Replenishment, 2 Returns Management, 1 Invoicing, 1 Voucher Processing and 0 Customer Services.

## Complaints by Standard 1/5/2013 - 31/7/2013



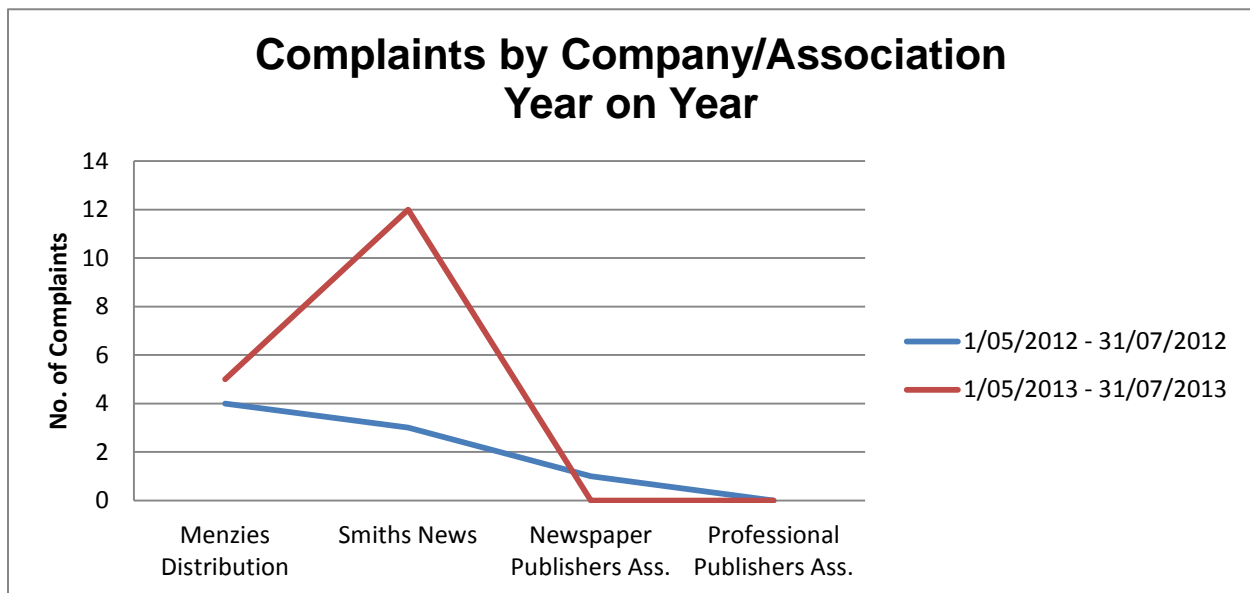
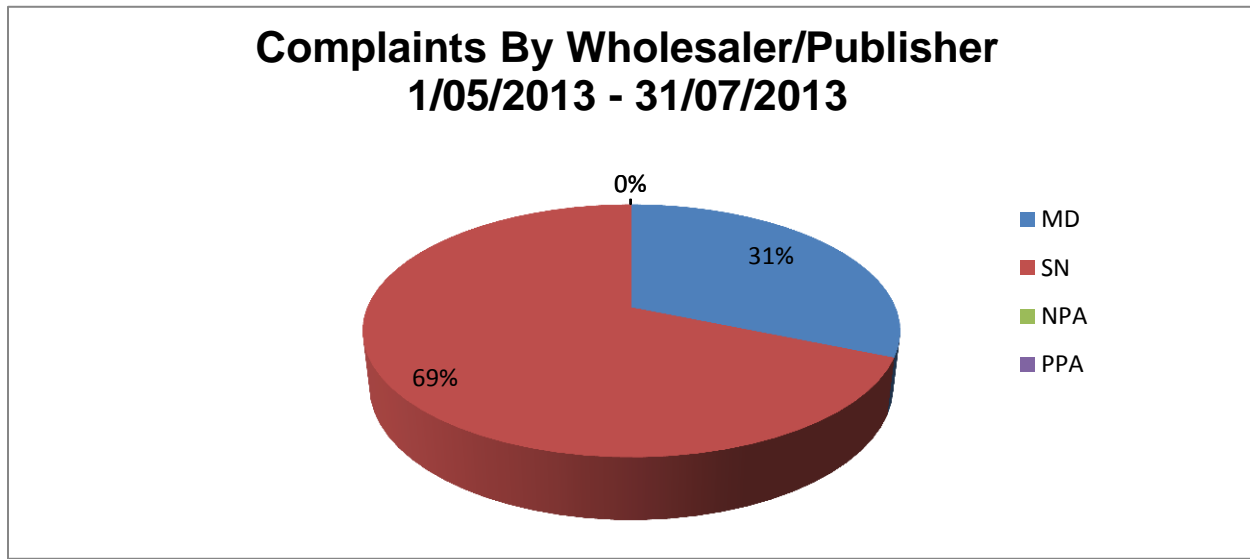
## Complaints by Charter Sections Year on Year



## Complaints by Company/Association

Menzies Distribution dealt with 5 Stage 2 complaints and Smiths News 12. There were no complaints made against newspaper publishers or magazine publishers/distributors.

In the same period last year Menzies Distribution had 4 Stage 2 complaints made against them, Smiths News 3 and the NPA 1. There were no complaints recorded against magazine publishers and distributors.



## Type of Complaint by Branch

Wholesaler/ Publisher	Area	Terms & Cond.	Delivery Time	Order & Supply	S.B.R.	Returns Manag.	Invoice	Voucher Process.	Cust. Serv.
Menzies	Maidstone		1						
Dist.	Preston		1						
	Sheffield		2		1	1		1	
	Swansea		1						
Smiths	B/Ham		1						
News	Hornsey			1			1		1
	Newmarket								1
	P/Boro			1					
	Reading		1						
	Slough		1	3		1		1	
	Stockport		1	1					1
	Wimbledon		1	1					1

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

The corresponding table for the period 1/05/2012 - 31/07/2012 is as follows:

Wholesaler/ Publisher	Area	Terms & Cond.	Delivery Time	Order & Supply	Returns Manag.	Invoice	Voucher Process.	Cust. Serv.
Menzies	Ipswich		1					
Distribution	Maidstone			1				
	Preston		1	1			1	
	Sheffield					1		
Smiths	Bore/wood				2			
News	Shrewsbury			1				
NPA	MGN		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 a maximum of 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	5	0	4.2
Smiths News	12	0	5.8

The above table is not accurate as Peterborough and Birmingham Branches, Smiths News, were unable to supply data relating to the dates upon which the Stage 2 Complaint Forms were forwarded to the Complainant or when the completed form was received back at the branch.

Timeliness last year was as follows:

<b>Wholesaler/Publisher</b>	<b>Number of Complaints</b>	<b>Not completed in 28 days</b>	<b>Average Time for Completion</b>
Menzies Distribution	4	0	5.5
NPA	1	0	6
Smiths News	3	0	11.33

The PDRP is delighted to note that there were no Stage 2 Complaints falling outside of the 28 day deadline and congratulates all concerned.

All five Stage 3 arbitrations were completed within the prescribed time frame.

## **Issue**

Whilst it is pleasing to note that Stage 2 complaint data is now being forwarded to the PDRP Administrator in a more timely manner, the Press Distribution Charter and its dispute resolution process is still being compromised by the failure of some to adhere to the proper monitoring process.

In two recent instances the Peterborough and Birmingham Branches of Smiths News were unable to supply the dates when Stage 2 Complaint Forms were issued to a retailer or when the completed form were returned to them. Any failure by the industry parties to follow the Press Distribution Charter complaints process and data capture is regrettable and not consistent with the aim of providing transparency through the self-regulation process. Further, without the full co-operation of all parties, efficient monitoring of the supply chain cannot take place. I would request that the parties concerned review their processes, with the purpose of ensuring future compliance of the Press Distribution process.

**Neil Robinson**  
**Chairman – Press Distribution Review Panel**  
**8/09/2013**