



Press Distribution Charter

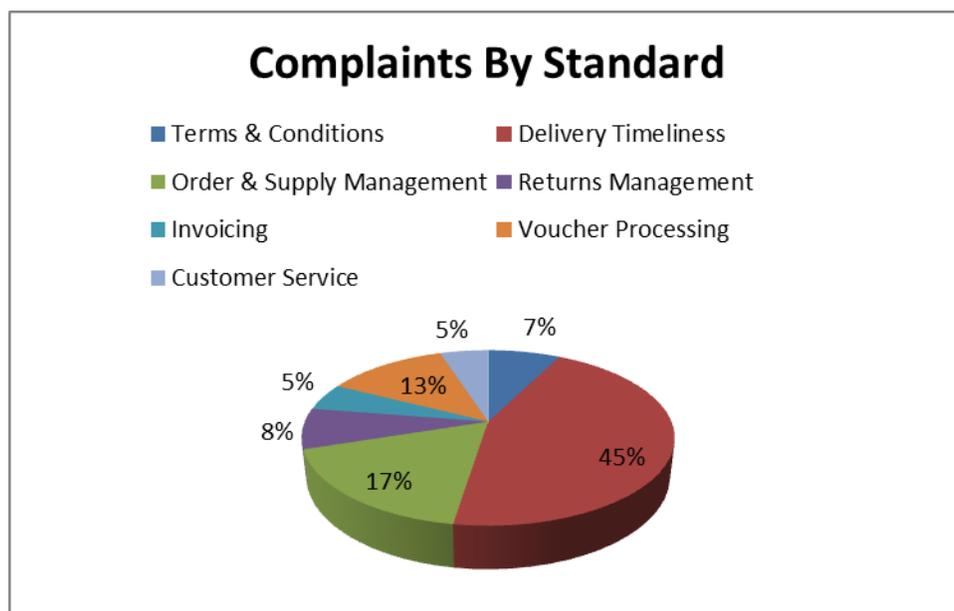
Report 1/2/12 – 30/4/12

During the three month period 1st February 2012 and 30th April 2012 a total of 30 PDC Stage 2 complaint forms were issued generating a total of 40 breaches of PDC standards. The complaints originated from 11 wholesale houses and 2 newspaper publishers.

During this period there were 3 complaints escalated to Stage 3. The adjudication can be viewed on the PDF web site.

Complaints by Standard

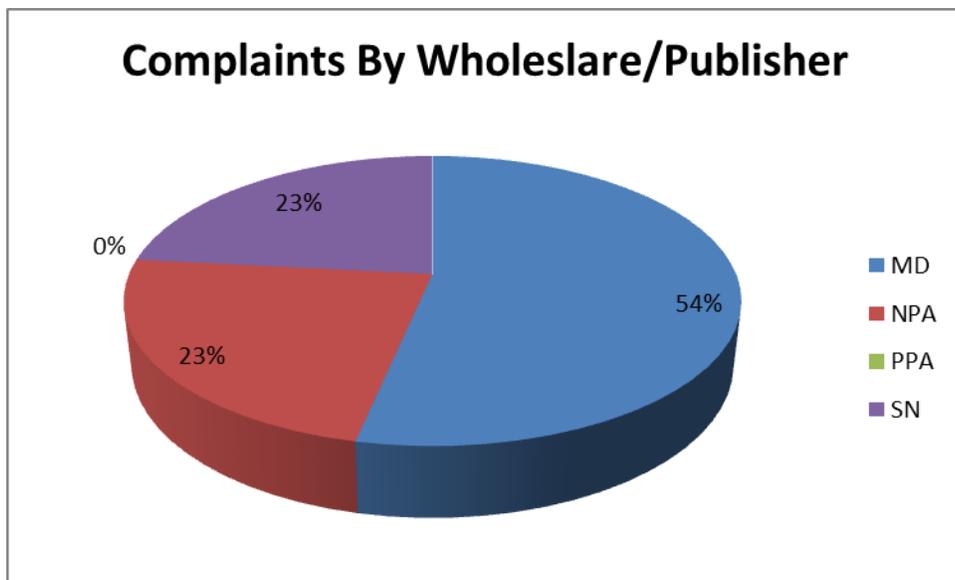
Of the 40 breaches that were reported 3 related to Terms & Conditions, 18 to Delivery Timeliness, 7 Order and Supply Management, 3 Returns Management, 2 Invoicing, 5 Voucher Processing and 2 Customer Service.



Unfortunately the data available for the corresponding period last year is lacking. Just 3 Stage 2 Complaints were recorded during the period and all related to Delivery – Timelines.

Complaints by Wholesaler

Menzies Distribution dealt with 16 Stage 2 complaints and Smiths News 7. There were 7 complaints recorded against newspaper publishers and none against magazine publishers/distributors.



Of the 3 Stage 2 Complaints recorded for the corresponding period last year Menzies Dawson had 2 and Smiths News 1.

Type of Complaint by Branch

Wholesaler/ Publisher	Area	Terms & Cond.	Delivery Time	Order & Supply	Returns Manag.	Invoice	Voucher Process.	Cust. Serv.
Menzies	Ipswich	1	2					
Distribution	Linwood		1				1	
	Maidstone		6	3	1	1	3	
	Portsmouth		1	1				
	Swansea	1	1					
Smiths	Bore/wood							1
News	Croydon				1			
	Newport		1			1		
	Plymouth	1	1	1				
	Slough			1				1
	Wednesbury			1				
NPA	News Int.		4		1		1	
	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	16	0	12.50
NPA	7	0	14.57
Smiths News	7	0	11.71

In the corresponding period last year Menzies Distribution completed 2 Stage 2 Complaints in one and two days. Smiths News had just one Stage 2 Complaint that was completed in 23 days.

All three Stage 3 complaints were adjudicated upon within the prescribed 14 day period.

Neil Robinson
Chairman – Press Distribution Review Panel
1/6/2012