



Press Distribution Charter

Report 1/8/12 – 31/10/12

During the three month period 1st August 2012 and 31st October 2012 a total of 51 PDC Stage 2 complaint forms were submitted generating a total of 85 breaches of PDC standards. The complaints originated from 11 wholesale houses and 2 newspaper publishers.

During this period there were 2 complaints escalated to Stage 3 with one of them resolved before being presented to the Independent Arbitrator. The remaining adjudication can be viewed on the PDF web site.

During the period under review there were in excess of 10 complaints that were resolved via the PDF helpline.

In the corresponding period last year there were a total of 18 PDC Stage 2 complaints that generated 24 failures to meet PDC standards. The complaints originated from 7 wholesale houses and 3 newspaper publishers.

Complaints by Standard

Of the 85 breaches that were reported 1 related to Terms & Conditions, 38 Delivery Timeliness, 16 Order and Supply Management, 3 Sales Based Replenishment, 4 Returns Management, 1 Invoicing, 22 Voucher Processing and 0 Customer Service.

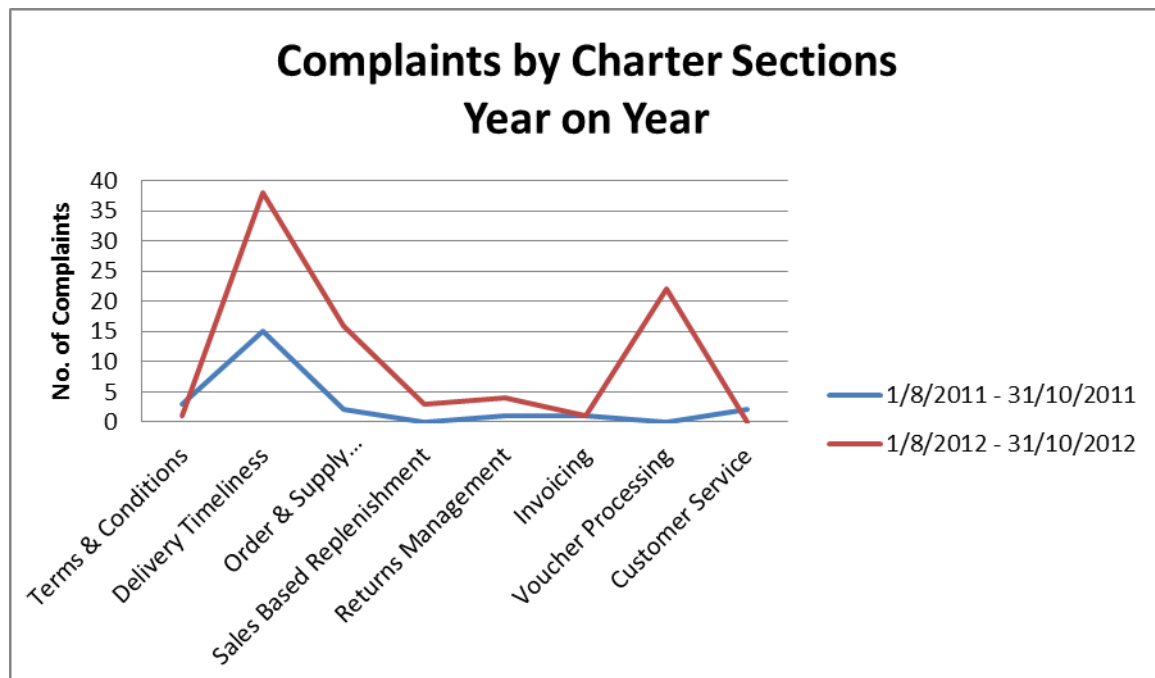
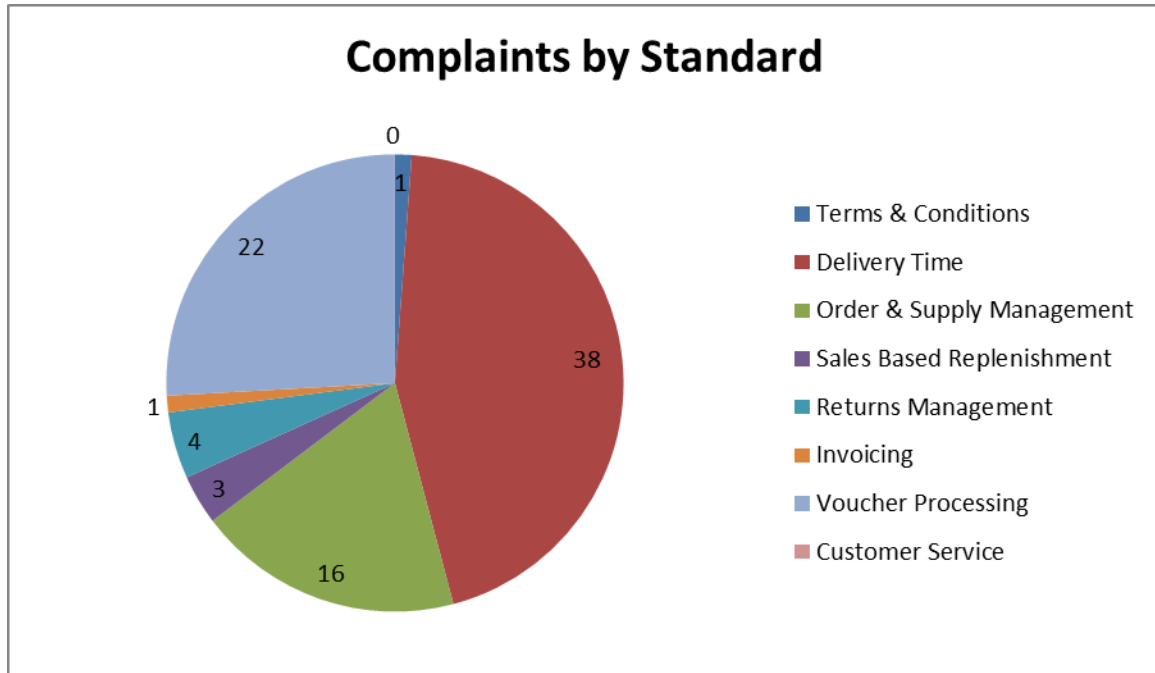
Between 1/8/2011 and 31/10/2011 there were 24 complaints, 3 related to Terms & Conditions, 15 Delivery Timeliness, 2 Order & Supply Management, 0 Sales Based Replenishment, 1 Returns Management, 1 Invoicing and 2 Customer Services.

It is important to note that Menzies Distribution centralised its complaints process this year. This has vastly improved the methodology of how complaint data is being supplied within the organisation, and brought about greater transparency. By having complaints

registered centrally; the administration is prompted to liaise with the distribution house for a response and there is an ongoing monitoring of each complaint,

thereby ensuring that the complaints are being processed within the permitted time limit of 28 days.

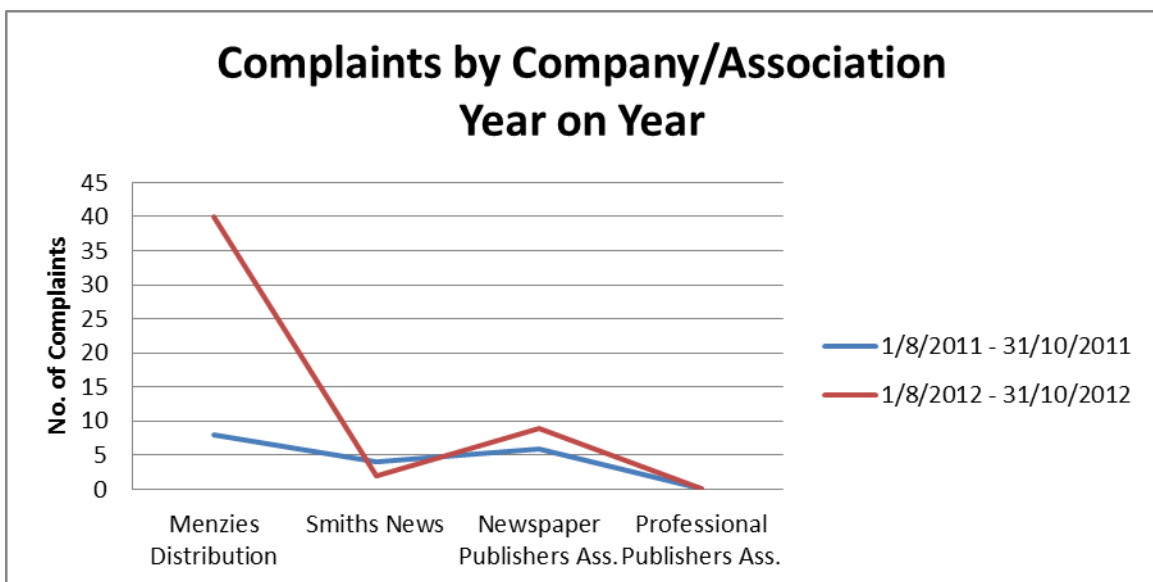
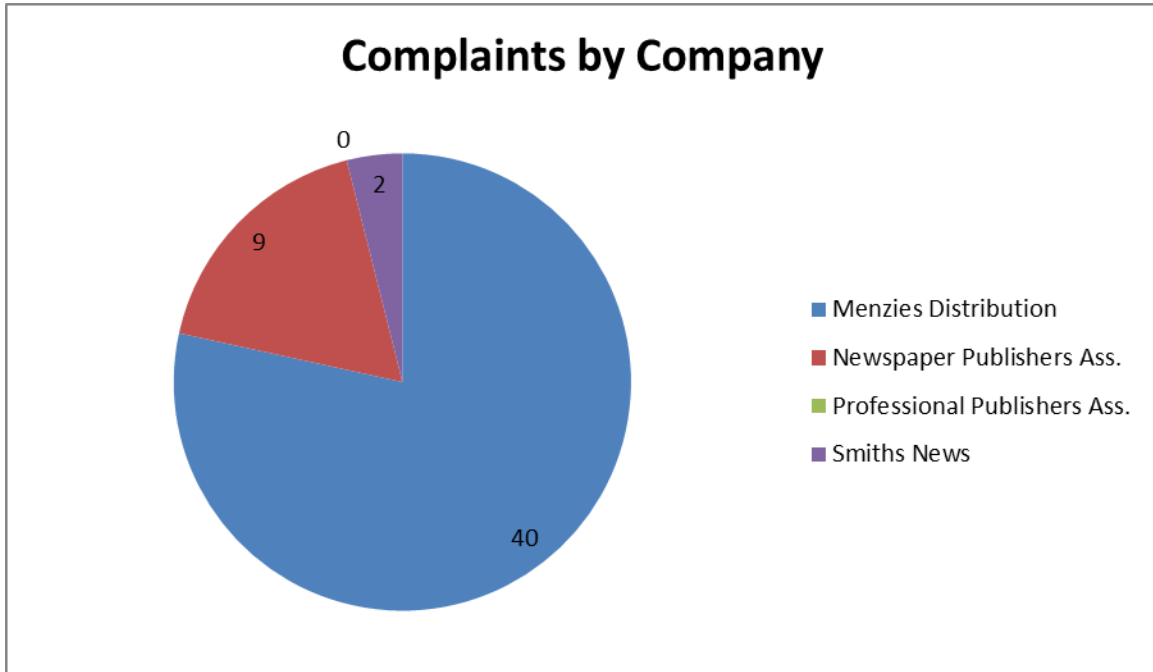
The changes to the Menzies Distribution complaints process were welcomed by the Press Distribution Review Panel.



Complaints by Wholesaler

Menzies Distribution dealt with 40 Stage 2 complaints, Smiths News 2 and the NPA 9. Of the NPA complaints, MGN had 5 generated against them and NI 4. There were no complaints made against magazine publishers/distributors.

In the same period last year Menzies Distribution had 8 Stage 2 complaints made against them, Smiths News 4 and the NPA 6 (MGN 1 and Telegraph 3). There were no complaints recorded against magazine publishers and distributors.



Type of Complaint by Branch

Wholesaler/ Publisher	Area	Terms & Cond.	Delivery Time	Order & Supply	SBR	Returns Manag.	Invoice	Voucher Process.	Cust. Serv.
Menzies	Chester		2						
Distribution	Ipswich		1					1	
	Maidstone		2	2		1		3	
	Newbridge		1	1	1			1	
	Preston		1	2				1	
	Ryde			1				1	
	Sheffield	1	17	9	2	2	1	12	
	Swansea		1						
	York		3	1				3	
Smiths	Brislington		1						
News	Stoke		1						
NPA	MGN		5						
	NI		3			1			

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

The higher-than-average volume of complaints attributed to Sheffield is a symptom of transitional issues, which Menzies Distribution experienced following the consolidation of its business units in Yorkshire at the end of July.

A sustained effort to address these issues at the local level has seen an incremental reduction in the level of complaints since that point.

The corresponding table for the like period in 2011 is as follows:

Wholesaler/ Publisher	Area	Terms & Cond.	Delivery Time	Order & Supply	SBR	Returns Manag.	Invoice	Voucher Process.	Cust. Serv.
Menzies	Newbridge		1						
Distribution	Sheffield		5	2					2
	Swansea						1		
Smiths	Brislington		1						
News	Newport		1						
	Plymouth		1						
	S/thampton		1						
NPA	MGN		1						
	NI		1			1			
	Telegraph	3	3						

*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	40	6	14.70
NPA	9	1	11.33
Smiths News	2	0	4.00

Timeliness last year was as follows:

Wholesaler/Publisher	Number of Complaints	Not completed in 28 days	Average Time for Completion
Menzies Distribution	8	0	10.75
NPA	6	1	21.17
Smiths News	4	0	6.75

Neil Robinson
Chairman – Press Distribution Review Panel
21/12/2012