



Press Distribution Charter

Report 1/5/12 – 31/7/12

During the three month period 1st May 2012 and 31st July 2012 a total of 9 PDC Stage 2 complaint forms were issued generating a total of 10 breaches of PDC standards. The complaints originated from 6 wholesale houses and 1 newspaper publisher.

During this period there was 3 complaint escalated to Stage 3.

During the period under review there were in excess of 34 complaints that were resolved via the PDF helpline.

In the corresponding period last year there were a total of 12 PDC Stage 2 complaints that generated 16 failures to meet PDC standards. The complaints originated from 8 wholesale houses.

Complaints by Standard

Of the 10 breaches that were reported 3 related to Delivery Timeliness, 3 Order and Supply Management, 2 Returns Management, 1 Invoicing and 1 Voucher Processing.

Between 1/5/2011 and 31/7/2011 there were 4 complaints related to Delivery Timeliness, 8 Order & Supply Management, 1 Returns Management and 3 Customer Services.

Complaints by Wholesaler

Menzies Distribution dealt with 5 Stage 2 complaints and Smiths News 3. There was 1 complaint recorded against MGN and none against magazine publishers/distributors.

In the same period last year Menzies Distribution had 9 Stage 2 complaints made against them and Smiths News 3. There were no complaints recorded against newspaper and magazine publishers and distributors.

Type of Complaint by Branch

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

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

Wholesaler/ Publisher	Area	Terms & Cond.	Delivery Time	Order & Supply	Returns Manag.	Invoice	Voucher Process.	Cust. Serv.
Menzies	Ipswich		1	2				1
Distribution	Linwood			1				
	Maidstone			2				
	Norwich			1				
	Sheffield		1	2				2
Smiths	Brislington		1					
News	Newport				1			
	Taunton		1					

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	10
NPA	1	0	6
Smiths News	3	0	11.33

Timeliness last year was as follows:

Wholesaler/Publisher	Number of Complaints	Not completed in 28 days	Average Time for Completion
Menzies Distribution	9	2	12.22
Smiths News	3	0	9.67

Neil Robinson
Chairman – Press Distribution Review Panel
11/9/2012