



Press Distribution Charter

Report 1/11/12 – 31/01/13

During the three month period between 1st November 2012 and 31st January 2013 a total of 33 PDC Stage 2 complaint forms were submitted generating a total of 51 breaches of PDC standards. The complaints originated from 10 wholesale houses and 1 newspaper publisher (Associated Newspapers).

During this period there were no complaints escalated to Stage 3.

During the period under review there were in excess of 16 complaints resolved via the PDF helpline.

In the corresponding period last year there were a total of 16 PDC Stage 2 complaints that generated 25 failures to meet PDC standards. The complaints originated from 8 wholesale houses and 0 newspaper publishers.

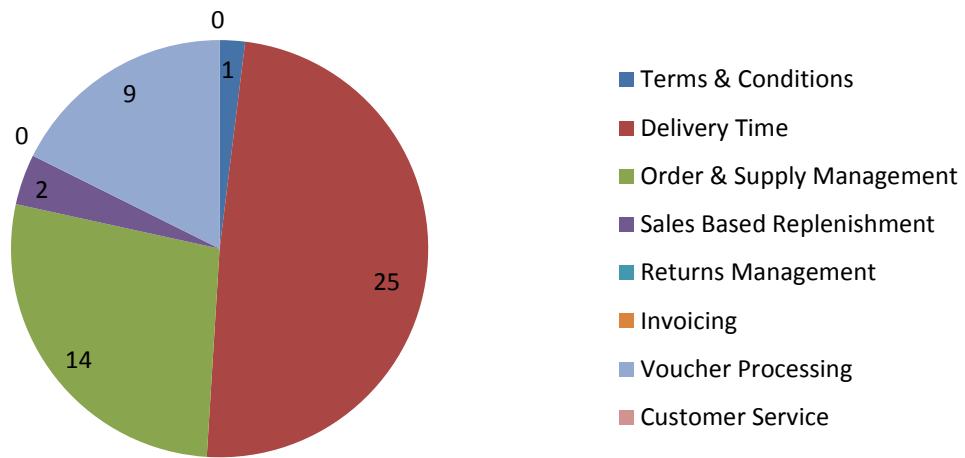
Complaints by Standard

Of the 51 breaches that were reported 1 related to Terms & Conditions, 25 Delivery Timeliness, 14 Order and Supply Management, 2 Sales Based Replenishment, 0 Returns Management, 0 Invoicing, 9 Voucher Processing and 0 Customer Service.

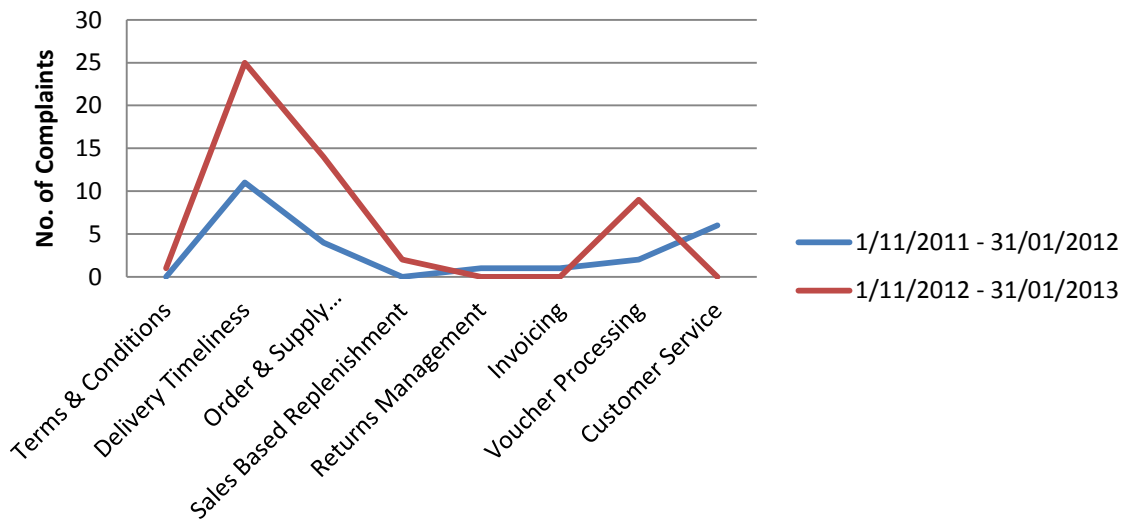
Between 1/11/2011 and 29/02/2012 of the 25 complaints, 0 related to Terms & Conditions, 11 Delivery Timeliness, 4 Order & Supply Management, 0 Sales Based Replenishment, 1 Returns Management, 1 Invoicing, 2 Voucher Processing and 6 Customer Services.

Complaints by Standard

1/11/2012 - 31/01/ 2013



Complaints by Standard Year on Year

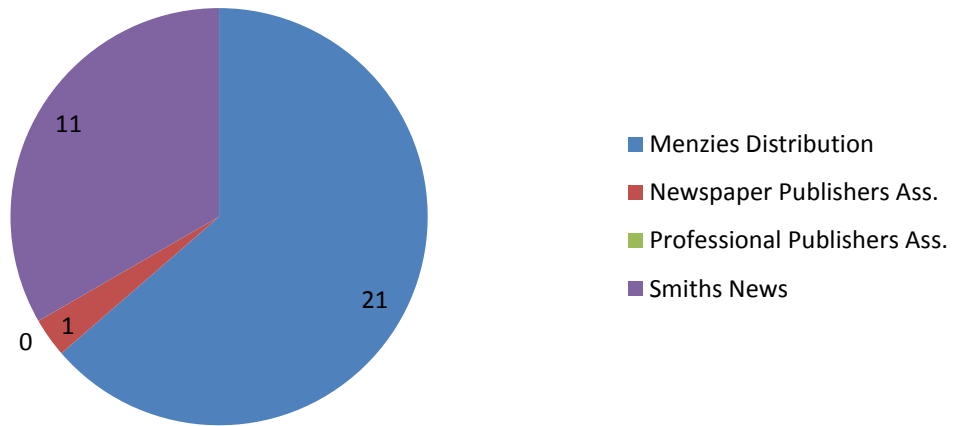


Complaints by Company/Association

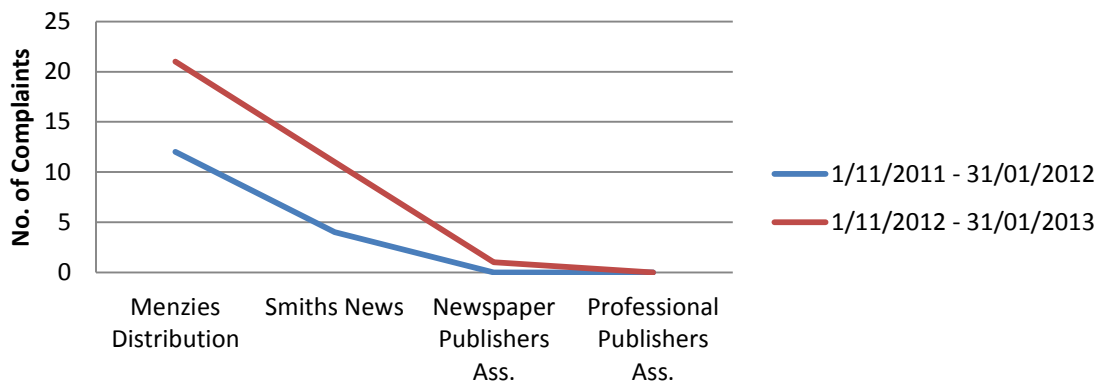
Menzies Distribution dealt with 21 Stage 2 complaints, Smiths News 11 and the NPA 1 (Associated Newspapers). There were no complaints made against magazine publishers/distributors.

In the same period last year Menzies Distribution had 12 Stage 2 complaints made against them, Smiths News 4 and the NPA 0. There were no complaints recorded against magazine publishers and distributors.

Complaints by Company/Association 1/11/2012 - 31/1/2013



Complaints by Company/Association Year on Year



Type of Complaint by Branch

Wholesaler/ Publisher	Area	Terms & Cond.	Delivery Time	Order & Supply	SBR	Returns Manag.	Invoice	Voucher Process.	Cust. Serv.
Menzies	Linwood		2					1	
Distribution	Maidstone		2	1					
	Norwich		1					1	
	Preston		2	1					
	Sheffield		9	7	2			6	
	York	1	1	1				1	
Smiths	Barnstable		1						
News	Bristol		2						
	Exeter		3	4					
	Stoke		1						
NPA	Ass. News.		1						

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

The corresponding table for the period 1/11/2011 - 31/1/2013 is as follows:

Wholesaler/ Publisher	Wholesale Area	Delivery Time	Order & Supply	Returns Manag.	Invoice	Voucher Process.	Cust. Serv.
Menzies	Ipswich	2					
Distribution	Maidstone					2	
	Sheffield	6	3				4
	Swansea	1					1
	York	1					1
Smiths News	Bristol North		1				
	Ham/smith			1	1		
	Hornsey	1					

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

The PDRP is concerned that there appear to be on-going problems at Menzies Distribution's Sheffield depot and, accordingly asked MD to comment. Menzies Distribution has advised: "In managing the ongoing integration of our Leeds and Sheffield operation, we continue to receive a higher-than-average number of complaints; however, this volume has reduced by half since last quarter and, with a sustained focus on service improvement at the branch, we expect to see a continuation of that declining trend in future periods."

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	21	4	14.19
NPA	1	0	1
Smiths News	11	0	6.91

Timeliness last year was as follows:

Wholesaler/Publisher	Number of Complaints	Not completed in 28 days	Average Time for Completion
Menzies Distribution	12	0	4.75
Smiths News	4	0	5.75

Neil Robinson
Chairman – Press Distribution Review Panel
4/03/2013