



Press Distribution Charter

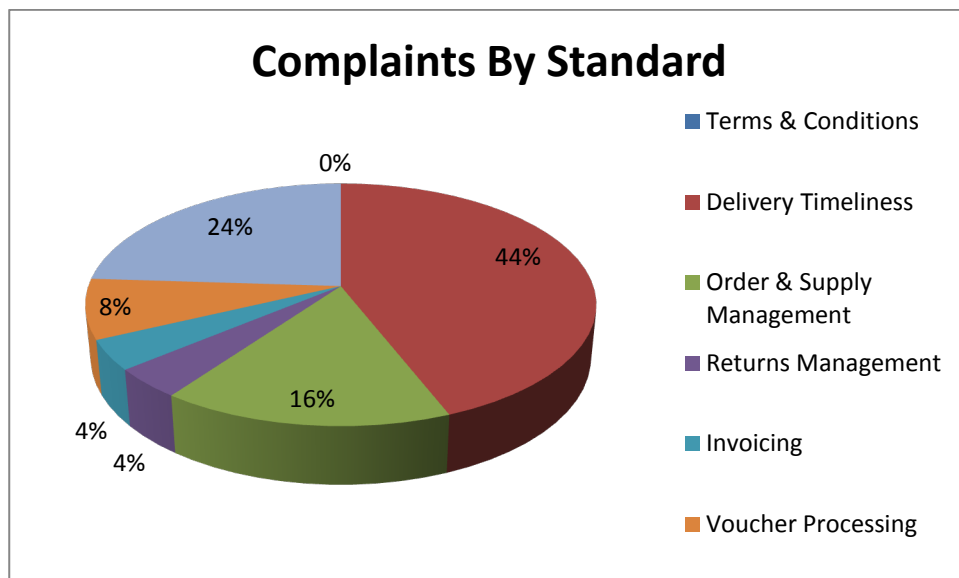
Report 1/11/11 – 29/2/12

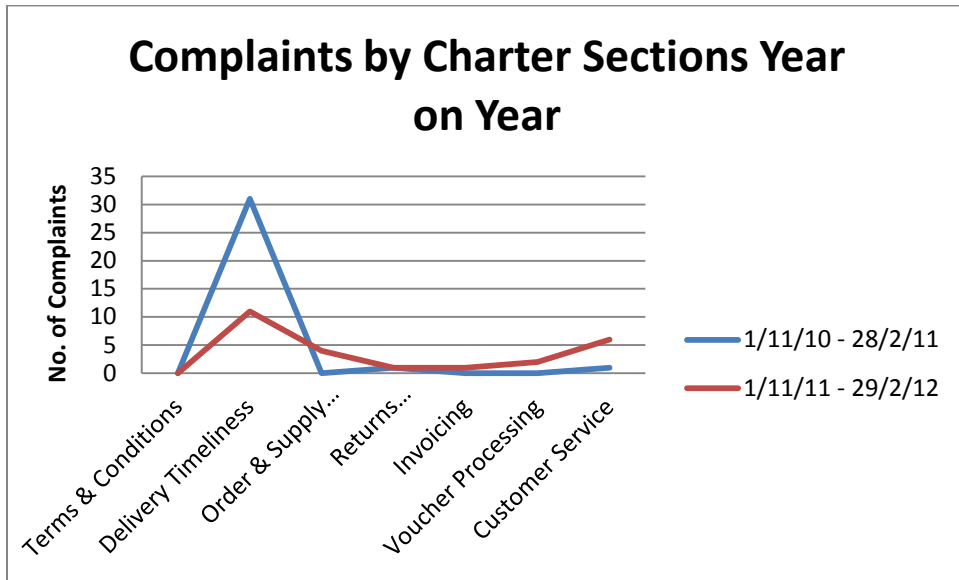
During the three month period 1st November 2011 and 29th February 2012 a total of 16 PDC Stage 2 complaint forms were issued generating a total of 25 breaches of PDC standards. The complaints originated from 8 wholesale houses.

During this period there was one complaint escalated to Stage 3. The adjudication can be viewed on the PDF web site.

Complaints by Standard

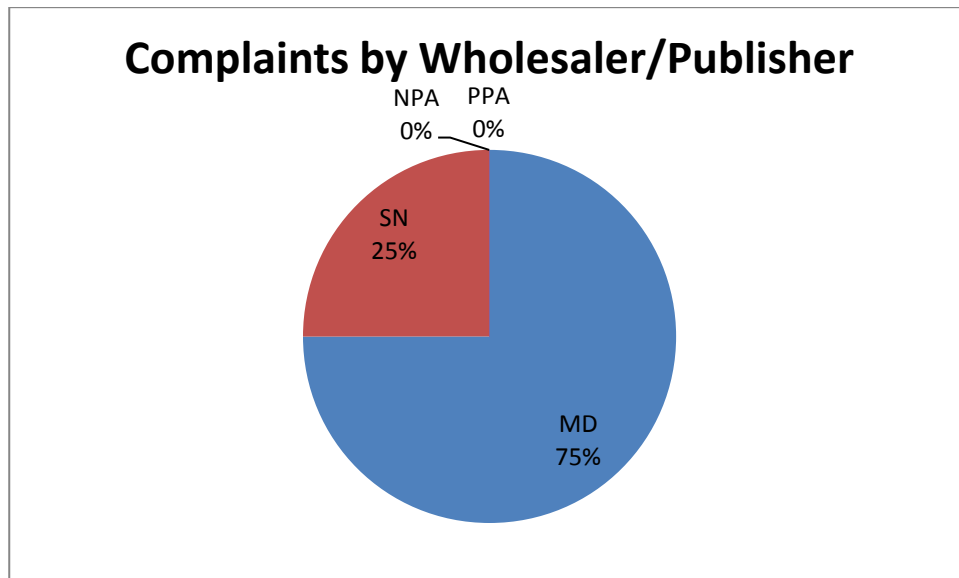
Of the 25 breaches that were reported 11 related to Delivery Timeliness, 4 Order and Supply Management, 1 Returns Management, 1 Invoicing, 2 Voucher Processing and 6 Customer Service.

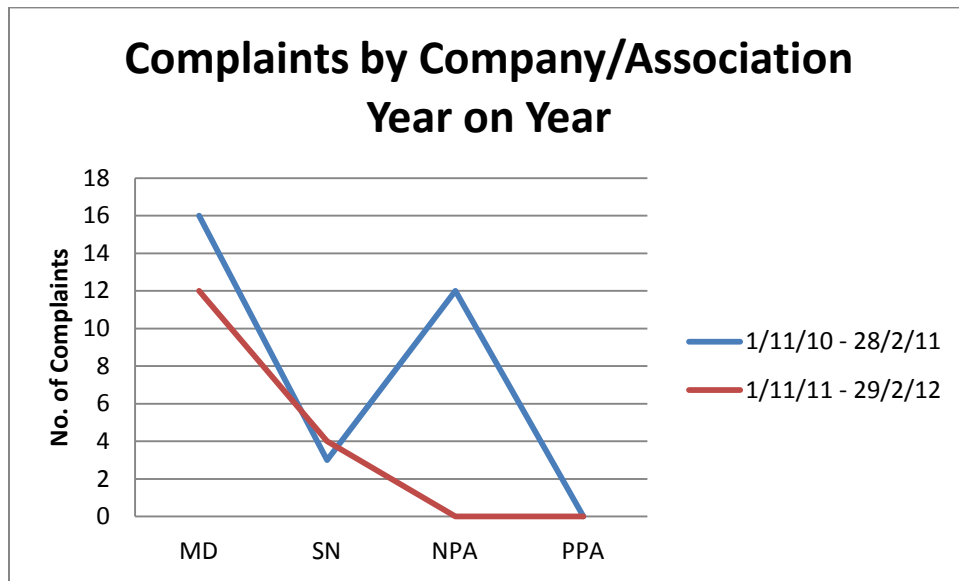




Complaints by Wholesaler

Menzies Distribution dealt with 12 Stage 2 complaints and Smiths News 4. There were no complaints recorded against newspaper publishers or magazines publishers /distributors.





Type of Complaint by Branch

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					

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 number of complaints that failed to be completed within 28 days of commencement and the average time for completion.

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

Timeliness of Stage 2 Process 1/11/10 – 28/2/11

Wholesaler/Publisher	Number of Complaints	Not completed in 28 days	Average Time for Completion
Menzies Distribution	16	3	10.88
NPA	12	1	15.75
Smiths News	3	2	44.33

Neil Robinson
Chairman – Press Distribution Review Panel
16/3/2012