



RETAILER COMPLAINT RESOLUTION FORM

Please complete and return this form to:

PPA Ltd, White Collar Factory/TOG, 1 Old Street Yard, London, EC1Y 8AF or membership@ppa.co.uk

Retailer name		Date claim submitted	
Retailer address			
		Customer number	
		Wholesaler name	
Retailer postcode			
Tel. number		Wholesaler location	
Email address			

YOUR COMPLAINT:

Please indicate which area of the Press Distribution Charter has been compromised:

- | | |
|---|---|
| <input type="checkbox"/> Terms & conditions of business | <input type="checkbox"/> Returns management |
| <input type="checkbox"/> Delivery timeliness* | <input type="checkbox"/> Invoicing |
| <input type="checkbox"/> Delivery quality | <input type="checkbox"/> Voucher processing |
| <input type="checkbox"/> Order & supply management | <input type="checkbox"/> Customer service |
| <input type="checkbox"/> Sales-based replenishment | |

Please write a description of your complaint in the space provided below, including details of any lost sale: **

*Based on a minimum of 3 instances in 6 issues of a magazine

**You may attach an additional page to this complaint

SIGNED:

PRINT NAME:

FOR OFFICE USE ONLY

Publisher Response:

Complaint resolved : Yes No