

## **PRESS RELEASE 24th January 2014**

# **PRESS DISTRIBUTION CHARTER (PDC) Annual Report 1<sup>st</sup> November 2012 – 31<sup>st</sup> October 2013**

The Press Distribution Review Panel's Annual Report for the period 1st November 2012 - 31st October 2013 has now been published and is available on the Press Distribution Forum's website - [www.pressdistributionforum.com](http://www.pressdistributionforum.com).

The report comprises statistics, trends and observations drawn from the Charter's third year of operation. For the second year running there has been an increase in the total number of Stage 2 Complaints which demonstrates a greater retail awareness of the PDC's standards and dispute resolution process as well as a clear improvement in the transparency of the supply chain.

During the twelve months under review a total of 117 PDC Stage 2 completed complaint forms were received generating a total of 181 breaches of PDC standards. The complaints originated from 36 wholesale houses and 2 newspaper publishers.

Of the 181 breaches that were reported 12 related to Terms & Conditions, 76 Delivery - Timeliness, 39 Order and Supply Management, 3 Sales Based Replenishment, 5 Returns Management, 5 Invoicing, 26 Voucher Processing and 15 Customer Service.

Menzies Distribution dealt with 52 Stage 2 complaints, Smiths News 54 and the NPA 11. There were no complaints regarding magazines made to the PPA.

Seven Stage 2 complaints failed to be completed within the 28 day time limit, but all complaints were ultimately resolved satisfactorily.

Eight complaints were escalated to Stage 3 and were referred to the Independent Arbitrator. The average time taken for adjudication was 17.57 days and 5 cases exceeded the 14 day time window specified in the complaints process. On each of these occasions it was necessary for the Independent Arbitrator to call for further and better particulars.

Neil Robinson, Press Distribution Review Panel Chairman, said "Clearly the retail sector is becoming increasingly dependent on the PDC for a quick and effective means of resolving problems. This year saw both major wholesalers centralising their complaints handling and

this has vastly improved the methodology of how complaint data is being supplied within the organisations and brought about greater transparency. As a result, the PDRP is better placed to monitor the supply chain and produce more accurate data.”

- ENDS -

## **Notes to editors**

- The Press Distribution Charter (PDC) came into effect on 1st November 2010 and serves as a promise of good service to all retailers of newspapers and magazines. The Charter sets out the standards that retailers should expect to receive from wholesalers and publishers and is supported by a complaints resolution process.
- The Press Distribution Review Panel (PDRP) is an independent body comprising representatives of the retail, wholesale and publishing sectors that encourages compliance to the Charter, ensures continuity of arbitration decisions, identifies trends relating to retailer complaints, monitors and publishes data on compliance
- Further details can be obtained by calling 0843 289 0438.
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