

PRESS DISTRIBUTION REVIEW PANEL (PDRP)

Launch of Quality Control on the Complaint Process

The Press Distribution Review Panel (PDRP) has introduced a short on-line survey to enable retailers to provide feedback regarding their experience of the Press Distribution Charter (PDC) and its complaints process. Users of the complaints process will be asked to complete a simple questionnaire via a link on the complaint communications and documentation.

The survey focuses on:

- How easy or hard it was for the retailer to use the process
- Did the parties involved respond in a timely and efficient manner?
- How satisfied the retailer was with the overall process
- Any further comments or recommendation

This review of performance will enable the PDRP to assess the effectiveness of the Charter and complaints process. From the information provided any adjustments required can be made to the existing process thereby improving service.

Neil Robinson, PDRP Chairman, said: "This important PDRP initiative will provide vital performance information on the Charter and its complaint process. The information collected will be used to improve the transparency, accessibility and credibility of the newspaper and magazine self regulatory system - ultimately the operational standards and customer service. With this in mind I urge retailers to participate and help benefit everybody within the industry."

The link to the questionnaire is:

<http://www.pressdistributionforum.com/complaint-questionnaire/index.html>

- 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 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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