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PRESS DISTRIBUTION CHARTER (PDC)

Annual Report 1st November 2010 – 31st October 2011

The Press Distribution Charter Annual Report consists of statistics, trends and observations drawn from the Charter's first year of operation. Making available to every retail outlet supplied with a copy of the Charter and a simple one page flyer describing the complaints process. This activity was supported by coverage in the trade press and has resulted in widespread recognition of the PDC and its standards.

During the twelve months under review a total of 64 PDC Stage 2 complaints were raised, generating a total of 76 breaches of PDC standards. The complaints originated from 20 wholesale houses and 3 newspaper publishers.

Of the 76 breaches that were reported 3 related to Terms & Conditions, 53 Delivery - Timeliness, 10 Order and Supply Management, 3 Returns Management, 1 Invoicing and 6 Customer Service.

Menzies Distribution dealt with 35 Stage 2 complaints, the NPA 18 and Smiths News 11. There were no complaints regarding magazines made to the PPA.

A total of 17 wholesale depots and three newspaper publishers had formal Stage 2 Fast Track Resolution complaints made against them.

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

Mike Newman chairman of the PDF said "The PDF would like to thank Neil Robinson, the chairman of the PDRP and the independent arbiter, for establishing the complaints and arbitration process and delivering this report at the end of the first year. Clearly the system works well and we would urge all retailers to use it if they experience a shortfall in service from wholesalers or publishers"

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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