

## **PRESS RELEASE**

### **Press Distribution Charter (PDC)**

#### **One Page Flyer**

#### **Complaints Resolution Process – Your 3 Step Guide**

22nd November 2011

The Press Distribution Forum (PDF) has published a simple 3 step guide to the complaints and resolution process. It is being distributed over the next few days via wholesalers and will reach every news outlet in the UK.

Adrian Smith, PDF Chairman said. 'Whilst always striving for good service, the PDF would like retailers to know how to respond if service has faltered. It was some time since the Retail Charter was circulated and we'd like to remind retailers of the process to resolve any concerns.'

The PDF recently appoint Michel Woodman, in an independent capacity, to chair a review of the Charter prior to publication of an updated version.

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