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PRESS DISTRIBUTION CHARTER (PDC) Annual Report 2015

The Press Distribution Review Panel's Annual Report for the period 1st January 2015 - 31st December 2015 has now been published and is available on the Press Distribution Forum's website - www.pressdistributionforum.com. For the first time the report covers a calendar year.

The report comprises statistics, trends and observations drawn from the Charter's fifth year of operation. After experiencing increases in the total number of Stage 2 Complaints for three years, 2015 showed a decrease in numbers.

During the twelve month period 1st January 2015 and 31st December 2015 a total of 116 PDC Stage 2 complaint forms were submitted generating a total of 179 breaches of PDC standards. The complaints originated from 35 wholesale houses, 1 News UK, 4 DTR London and 3 newspaper publishers.

Of the 179 breaches that were reported 1 related to Terms & Conditions, 52 Delivery - Timeliness, 46 Delivery Quality, 27 Order and Supply Management, 6 Returns Management, 18 Invoicing, 3 Voucher Processing, 0 Sub Retailing, 26 Customer Service and 0 Carriage Charges.

Menzies Distribution dealt with 15 Stage 2 complaints, Smiths News 94, NMA 4, and DTR London 4. There were no complaints regarding magazines made to the PPA.

Just 5 Stage 2 complaints failed to be completed within the 28 day time limit, but all complaints were ultimately resolved satisfactorily.

During the period under review there were 4 referrals to the Independent Arbitrator. The average time taken for the adjudications was 12.60 days, however in a number of cases the Arbitrator called for further and better particulars thereby delaying the process.

Neil Robinson, Press Distribution Review Panel Chairman, said "The Press Distribution Charter sets out the high standards that retailers of newspapers and magazines, whatever their size or location, should expect to receive from wholesalers and publishers. Through the capture and reporting of Stage 2 Complaints the PDRP is able to monitor service performance and publish results in an open and transparent way thereby maximising compliance with the Charter standards. By identifying trends within the published data the industry is better informed of changes that may be harmful to the efficiency of the distribution chain and thus sales.

Whilst the vast majority of problems are resolved quickly and efficiently by way of Stage 1 of the complaints process the Charter offers equitable access to Stage 2 for all retailers. This report provides detailed analysis of those Stage 2 Complaints."

- 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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