

**Minutes of the Press Distribution Review Panel Held on Wednesday 26th June
At NFRN London**

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| Present: | Steve Cripwell | Chair |
| | Ayk Tahir | NMA |
| | Trevor Hudson | PPA |
| | Graham Read | Independent Retailer |
| | Brian Murphy | Retail Representative |
| | Fiona Campbell | Menzies Distribution (via phone) |
| | Mike Makinson | Smiths News |

| Item | |
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| 1. | Apologies for absence Paresh Vyas (Independent Retailer) |
| 2. | Minutes of previous meeting 24th April 2019 and matters arising The previous minutes were agreed |
| 3. | Review of Stage One reports <ul style="list-style-type: none"> • A brief discussion concurred that the both MD and SN were using the same reporting basis, notably complaints. • MD and SN to add brief (bullet point) definitions to categories on current reports • Agreed not to standardise categories given potential changes to Charter • Agreed reports provide significant improvement in reporting • NUK to progress developing similar reportage • SC to summarise category and regional issues in quarterly reports <p>Action:</p> <ul style="list-style-type: none"> • NUK to progress developing similar reportage • SC to summarise category and regional issues in quarterly reports |
| 4. | Update on actions from previous minutes |
| 4.1 | SC updated on replacement of Raj Chotai (Independent Retailer). Action: SC to kick off replacement process |
| 4.2 | Discrepancies in Stage 2 complaints between MD and SN A brief discussion highlighted probable reasons for the difference between MD and SN Stage 2. MD adopt a more proactive approach to complaint resolution, contacting complainants and empowering customer service teams' greater levels of resolution autonomy. |
| 4.3 | Website It was noted that a short term tidy-up had been undertaken . Due to budgetary constraints and establishing clarity of the new process and charter revisions , major enhancements are deferred. Action: SC to confirm timescales. |

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| 4.4 | <p><u>Communication of RDT/SDT in changes of ownership</u></p> <p>Action: Already in place with MD MM confirmed no change to RDT, however communication to retailer and SDT is TBC.</p> |
| 4.5 | <p>The current level of restitution awards is to be reviewed.</p> <p>Some retailer feedback suggests that on occasions late delivered (HND) newspapers, are simply claimed as returns. This is due to higher costs of delivery Vs levels restitution which makes it uneconomical for the retailer to deliver the copies.</p> <p>Action: To be discussed at PDF, SC to feedback</p> |
| 4.6 | <p>Identifying retailers requesting a but not completing a Stage 2 complaint form will be incorporated into regular reporting.</p> <p>Action: FC, AT, MM to provide updates with regular monthly reports to Linda Windsor</p> |
| 4.7 | <p>Stage 3 questionnaire, BM had circulated an outline, which was welcomed, and GR agreed to review and create a condensed version. The questionnaire ought to be run via Survey Monkey or equivalent</p> <p>Action: GR to provide a condensed version of questionnaire</p> |
| 4.8 | <p>NFRN observations on the PDC process are already under ongoing consideration.</p> <p>For Information: SC met with NFRN to follow up, key discussion was around NFRN support for members and administration of process.</p> |
| 4.9 | <p>Incorporating the complaints process into wholesaler systems such as iMenzies and SNAPP was discussed.</p> <ul style="list-style-type: none"> • MD incorporating restitution forms on website • MD to continue to update SN and PDRP • SN have incorporated Charter into Snapp online • Complaints for can now be downloaded from SN website <p>Action: MN/SN to continue to update panel</p> |
| 4.10 | <p>Charter should reference GDPR, not Data Protection Act. Agreed no change required as GDPR is simply a UK interpretation of the DPA.</p> |
| 4.11 | <p>A discussion agreed that creating best practice case studies to provide retailer guidance to support the process was agreed. BM referred to articles in The Fed that could be adapted.</p> <p>Action: BM to share Fed articles and All to consider and discuss outline to potential case studies at next meeting.</p> |
| 5.0 | <p>PDRP priorities</p> |
| 5.1 | <p><u>Review of complaints process</u></p> <p>The opportunity to streamline the complaints process and effectively merge Stages 1 and 2 will present challenges ensuring robustness, at what is now Stage 1, to resolve complaints to avoid an overload of arbitrations.</p> <p>Action: SC has suggested that he produces a strawman for PDRP discussion and referral to PDF.</p> |
| 5.2 | <p><u>Review of charter and supporting documentation</u></p> |

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| | <p>It was noted that the PDF will take responsibility for updating the charter and some initial progress has been undertaken.</p> <p>Action: SC to update PDRP</p> |
| 5.3 | Other priorities to be reviewed pending updates on 5.1 & 5.2 |
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| 6. | Any Other Business |
| | None |
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| | <p>The date next meeting is 25th September, at 1.00 pm at NFRN pending building work. If required, we may organise an interim meeting to specifically discuss a review of the complaints process.</p> |