

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

Present:	Steve Cripwell	Chair
	Paresh Vyas	Independent Retailer
	Trevor Hudson	PPA
	Brian Murphy	Retail Representative
	Fiona Campbell	Menzies Distribution (via phone)

Item	
1.	Apologies for absence Alison Morris (Smiths News) Ayk Tahir (NMA) Graham Read (Independent Retailer)
2.	Minutes of previous meeting 26th June 2019 and matters arising The previous minutes were agreed It was noted that Alison Morris was joining the PDRP as Smiths News representative replacing Mike Makinson
3.	Review of Stage One reports <ul style="list-style-type: none"> • Agreed reports continue to provide significant improvement in reporting and transparency of performance • SN to add brief (bullet point) definitions to categories on current reports • Agreed not to standardise categories given potential changes to Charter • FC confirmed MD reports combine telephone and online complaints • FC confirmed that % complaints is calculated as No of complaints / number of customers/number of days per month • NUK to progress developing similar reportage • SC to summarise category and regional issues in quarterly reports • Agreed further press releases would be beneficial <p>Action:</p> <ul style="list-style-type: none"> • AT: NUK to update on provision of similar reportage • SC to summarise category and regional issues in quarterly reports • SC to follow up with PDF re press release
4.	Update on actions from previous minutes
4.1	SC updated on replacement of Raj Chotai; PDF would advertise for position Action: SC to kick off replacement process
4.2	Discrepancies in Stage 2 complaints between MD and SN For information MD adopt a more proactive approach to complaint resolution, contacting complainants and empowering customer service teams.
4.3	Website Due to budgetary constraints major enhancements are deferred. Action: SC to confirm timescales.

4.4	<p><u>Communication of RDT/SDT in changes of ownership</u></p> <p>Action: AM: SN have 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: Under discussion 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. Brief discussion around MD proactive attempt to resolve after a Stage 2 form has been submitted.</p> <p>Action: FC, AT, AM 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>For information: NFRN observations on the PDC process and NFRN member support remain under consideration.</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>The previous discussion to create best practice case studies providing guidance to retailers for the complaints process was revisited; BM had shared articles in The Fed that could be adapted.</p> <p>Action: BM shared Fed articles, SC to review and feedback suggestions.</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 be considered post review of Charter</p> <p>Action: SC to update PDRP</p>
5.2	<p><u>Review of charter and supporting documentation</u></p> <p>PDF are updating the charter and some initial progress has been undertaken.</p> <p>Action: SC to update PDRP</p>
5.3	<p>Other priorities to be reviewed pending updates on 5.1 & 5.2</p>

6.	Any Other Business
6.1	<ul style="list-style-type: none"> • Due to a recent instance when a retailer was provided with the incorrect address for the PDF administrator will all members of the PDRP please remind their organisations and businesses to ensure the correct address is provided, notably: <p>Press Distribution Forum 53 Stone Street Tunbridge Wells Kent TN1 2QU</p>
6.2	SC updated on a new questionnaire that will be sent to all retailers who contact the PDF helpline with a view to monitoring and if possible, improving service levels.
	The date next meeting is 27th November, at 1.00 pm at NFRN unless otherwise advised.