

**Minutes of the Press Distribution Review Panel Held on Wednesday 29<sup>th</sup> January  
At NFRN London**

Present:	Steve Cripwell	Chair
	Trevor Hudson	PPA
	Brian Murphy	Retail Representative
	Graham Read	Independent Retailer
	Alison Morris	Smiths News

Item	
<b>1.</b>	<b>Apologies for absence</b> Ayk Tahir (NMA) Paresh Vyas (Independent Retailer) Fiona Campbell (Menzies Distribution)
<b>2.</b>	<b>Minutes of previous meeting 25<sup>th</sup> September 2019 and matters arising</b> The previous minutes were agreed Alison Morris was welcomed to the PDRP as Smiths News representative
<b>3.</b>	<b>Review of Stage One reports</b> <ul style="list-style-type: none"> <li>• SN have shared with SC (bullet point) definitions to categories on current reports</li> <li>• Agreed not to standardise categories given potential changes to Charter and IT challenge, however reporting should consider best use of current output</li> <li>• NUK now producing monthly statistics</li> <li>• Agreed further press releases would be beneficial</li> <li>• Wholesale to investigate separation of Independent/RMG on reports – can we exclude: <ul style="list-style-type: none"> <li>○ MRG</li> <li>○ ONE STOP</li> <li>○ SAINSBURYS</li> <li>○ TESCO</li> <li>○ ASDA</li> <li>○ MORRISONS</li> <li>○ WAITROSE</li> <li>○ WHST</li> <li>○ WHSR</li> <li>○ LIDL</li> </ul> </li> <li>• SC to produce league table</li> <li>• SN to investigate reporting based on all depots</li> <li>• Stage 2's SN are visible through QM / service system. Something we could build on?</li> </ul> <p><b>Action:</b></p> <ul style="list-style-type: none"> <li>• <b>SC to follow up with PDF re press release</b></li> <li>• <b>SC to circulate Smith News category definitions</b></li> <li>• <b>MD / SN / NUK to investigate separation of Independent / MRG's on reports</b></li> <li>• <b>SC to produce league table by depot</b></li> <li>• <b>AM to investigate reporting based on all depots</b></li> </ul>

	<ul style="list-style-type: none"> <li>• <b>AM to feedback on Stage 2's on QM / service system</b></li> </ul>
<b>4.</b>	<b>Update on actions from previous minutes</b>
<b>4.1</b>	SC updated on replacement of Raj Chotai; Currently on hold pending review of PDRP priorities.
<b>4.2</b>	Discrepancies in Stage 2 complaints between MD and SN. MD adopt a more proactive approach to complaint resolution, empowering customer service teams.
<b>4.3</b>	Website: Due to budgetary constraints major enhancements are deferred.
<b>4.4</b>	<u>Communication of RDT/SDT in changes of ownership</u>  <b>Action: AM: SN have confirmed no change to RDT, however communication to retailer and SDT is TBC.</b>
<b>4.5</b>	The current level of restitution awards is to be reviewed at PDF  <b>Action: Under discussion at PDF, SC to feedback</b>
<b>4.7</b>	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  <b>Action: GR to provide a condensed version of questionnaire</b>
<b>4.9</b>	Incorporating the complaints process into wholesaler systems such as iMenzies and SNAPP.  <b>Action: MN/SN to continue to update</b>
<b>4.10</b>	Create best practice case studies providing guidance to retailers for the complaints process was revisited.  <b>Action: SC to review and feedback suggestions based on guidelines from other sectors</b>
<b>5.0</b>	<b>PDRP priorities</b>
<b>5.1</b>	<u>Review of complaints process</u> The opportunity to streamline the complaints process and effectively merge Stages 1 and 2 will be considered post review of Charter  <b>Action: SC to update PDRP</b>
<b>5.2</b>	<u>Review of charter and supporting documentation</u> PDF are updating the charter and some initial progress has been undertaken.  <b>Action: SC to update PDRP</b>
<b>5.3</b>	Other priorities to be reviewed pending updates on 5.1 & 5.2 and further discussion with PDF <b>Action: SC to discuss with PDF</b>
<b>6.</b>	<b>Any Other Business</b>
	SC advised of potential change of date of next meeting from 25 <sup>th</sup> March