

**Minutes of the Press Distribution Review Panel Held on Wednesday 29th July 2020
Via conference call**

Present:	Steve Cripwell	Chair
	Fiona Campbell	Menzies Distribution
	Alison Morris	Smiths News
	Peter Williamson	Retail Representative (for Brian Murphy)
	Graham Read	Independent Retailer
	Ayk Tahir	NMA
	Trevor Hudson	PPA

Item	
1.	Apologies for absence <ul style="list-style-type: none"> • Paresh Vyas Independent Retailer • All PDRP members asked Peter to send their best wishes to Brian
2.	Minutes of previous meeting 27th May 2020 and matters arising The previous minutes were agreed
3.0	Update on actions from previous minutes
3.1	Replacement of PDRP member currently on hold pending review of PDRP priorities.
3.2	Website: Due to budgetary constraints major enhancements are deferred.
3.3	The current level of restitution awards is to be reviewed at PDF Action: Under discussion at PDF, SC to feedback
3.5	Stage 3 questionnaire, GR had circulated a revised version. Positively received, feedback by 07/08. The questionnaire will be run via Survey Monkey or equivalent. Action: All to feedback by 07/08
3.6	Incorporating the complaints process into wholesaler systems. MD considering integrating service pledge. SNAPP currently under review Action: MD/SN to continue to update
3.7	Better guidance to retailers for complaints process. SC had circulated draft, comments noted, further feedback by 07/08. Action: All to feedback by 07/08
4.0	Review of Stage One reports <ul style="list-style-type: none"> • Data to end of June was reviewed, key points were: <ul style="list-style-type: none"> ○ All wholesalers are reporting ALL complaints ○ SN reviewing classification of Stage 1 complaints, possibly overstating volumes. • SN investigation of reporting based on all depots currently on hold given current business priorities. • SC to draft press release for PDF on Stage 1 data. Action SC Actions: SC to follow up with PDF re press release

5.0	PDRP priorities
5.1	Review of charter and supporting documentation. PDF are updating the charter and some initial progress has been undertaken. Action: SC to update PDRP
5.2	Review of complaints process, effectively merging Stages 1 and 2 will be considered post review of Charter Action: SC to update PDRP
5.3	Other priorities to be reviewed pending updates on 4.1 & 4.2 and further discussion with PDF Action: SC to discuss with PDF
6.0	Any Other Business
6.1	The volume of Stage 2 and 3 complaints had fallen dramatically in the last quarter given other priorities for retailers given the current COVID-19 crisis, however it was noted that the number of Stage 2 complaints had increased during July which was felt to have n]been triggered by late deliveries given the reintroduction of league football.
6.2	MD announced review of operating hours at contact centres, closing at 3.00 pm to reflect call volumes and enable shift in resource to cover busy am periods. SN operates similar.
	Next meeting is scheduled for September 30 th @ 1.00 pm. Conference call most likely arrangement, TBC.