

**Minutes of the Press Distribution Review Panel Held on Wednesday 30th September 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
2.	Minutes of previous meeting 29th July 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, however some minor updates may be made during Q4 2020.
3.3	A review of the current level of restitution awards is not a current PDF priority, however further consideration will be given when new charter is launched
3.5	Stage 3 questionnaire. The final version will be shared with PDF and Linda Windsor for action and set up on survey Monkey or equivalent. Action: SC to progress with PDF and Linda Windsor
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 re-draft, comments noted, further feedback by 06/10. Initial feedback was to: <ul style="list-style-type: none"> • Stress serious and persistent basis • Add more detail to 3 stages • Include hyperlinks where more detailed guidance is required i.e. HND Action: All to feedback by 02/09
4.0	Review of Stage One reports
	Data to end of August was reviewed, key points were: <ul style="list-style-type: none"> • All wholesalers are reporting ALL complaints • SN to review reporting to ensure it captures complaints which are deemed to be serious or persistent breaches of Charter standards, ignoring basic queries. Action AM • Press release for PDF on Stage 1 data deferred to enable YOY review. Action SC Actions: AM to review current and proposed reporting process SC to follow up with PDF re press release at year end

5.0	PDRP priorities
5.1	Review of charter and supporting documentation. PDF are close to updating the charter and expect to share with PDRP by end of September. Aim is to publish January 2021. 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 5.1 & 5.2 and further discussion with PDF. Key in short term is to support publication of new Charter. Action: SC to update PDRP
6.0	Any Other Business
6.1	None
	Next meeting is scheduled for November 25 th @ 1.00 pm via Microsoft Teams