

**Minutes of the Press Distribution Review Panel Held on Wednesday 24th March 2021.
Via conference call**

Present:	Steve Cripwell	Chair
	Fiona Campbell	Menzies Distribution
	Michael Williams	Smiths News
	Brian Murphy	Retail Representative
	Graham Read	Independent Retailer
	Paresh Vyas	Independent Retailer
	Ayk Tahir	NMA
	Trevor Hudson	PPA

Item	
1.	Apologies for absence
	None. Michael Williams (SN) was welcomed as an interim member of the PDRP.
2.	Minutes of previous meeting 27th January 2021 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	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.
3.3	Stage 3 questionnaire. Pending post launch of new charter and revised complaints process. An alternative (free) to Survey Monkey (Google Forms?) is suggested. Action: SC to progress with PDF and Linda Windsor
3.4	Incorporating the complaints process into wholesaler systems. MD considering integrating service pledge. SNAPP currently under review Action: MD/SN to continue to update
4.0	Review of Stage One reports
	<ul style="list-style-type: none"> • Significant differences in reporting between MD & SN resulting in inconsistency. • General PDRP preference is to report ALL complaints as indicator of supply chain performance, however SN reporting difficulties are noted. • PDF board : <i>Menzies Distribution & Smiths News representatives on PDRP to investigate and present back to PDF a revised method for complaints data presentation.</i> Actions: SC to organise a call with FC and MW to progress.
5.0	Charter Review
5.1	<ul style="list-style-type: none"> • Charter will relaunch on-line only • Target launch date is 12/04/21 • Link to new website shared, feedback by 1/04/21 • Test scenarios shared, all to complete please by 1/04/21 • Promotional A5 postcard well received, any further feedback 29/03/21 • PDF agreed <i>A single Formal Complaint Form may be used for all parties and should be created by PDRP with input from all members to ensure compliance.</i> TH to coordinate and prepare draft.

	Actions: All to feedback on postcard please by 29/03 All to feedback on website please by 01/04 All to complete website scenarios please by 01/04 TH to prepare draft single complaint form please ASAP
6.0	PDRP priorities
6.1	Other priorities to be reviewed pending updates on 5.1 and further discussion with PDF. Key in short term is to support publication of new Charter. Action: SC to update PDRP
7.0	Any Other Business
	None