

**Minutes of the Press Distribution Review Panel Held on Wednesday 26th May 2021.
Via conference call**

Present:	Steve Cripwell	Chair
	Gill Scott	Menzies Distribution (for FC)
	Brian Murphy	Retail Representative
	Graham Read	Independent Retailer
	Paresh Vyas	Independent Retailer
	Ayk Tahir	NMA
	Trevor Hudson	PPA

Item	
1.0	Apologies for absence
	Fiona Campbell (MD) & Michael Williams (SN).
2.0	Minutes of previous meeting 24th March 2021 and matters arising
	The previous minutes were agreed
3.0	Update on actions from previous minutes
3.1	The current level of restitution awards has been reviewed by the PDF and having been agreed by NMA is awaiting sign off by PPA.
3.2	Stage 2 (ex 3) questionnaire will be reviewed post Q2 with an alternative (free) to Survey Monkey (Google Forms?) is suggested. Action: SC to progress with PDF and Linda Windsor
3.3	Incorporating the complaints process into wholesaler systems. Action: MD/SN to continue to update
4.0	Review of Stage One reports
	<ul style="list-style-type: none"> • SN now producing Careline data focusing on charter complaints, MD have realigned output to match. • New reports have similar volumes of complaints removing previous inconsistency. • Agreed to progress with new reports, SC will consolidate going forward and where possible align categories. • Thanks to both MD and SN for progress made. Actions: SC to consolidate reports into future reporting.
5.0	Charter Review
5.1	<ul style="list-style-type: none"> • New website and charter relaunch has been positively received. • Thanks were given to Mark Farris for his input into website and promotion. • At the date of the meeting @ 18 formal complaints had been processed. • MD confirmed that some retailers were still requesting hard copy forms. • Including the wholesaler contact and address on the on-line forms was discussed. SC to discuss with Mark Farris. • Some retailers had reported some complaints had been rejected by SN. SC to discuss with MW. Actions: <ul style="list-style-type: none"> • SC to discuss including wholesaler contact details on on-line forms with PDF. • SC to discuss rejected complaints with MW.

6.0	PDRP priorities
6.1	Other priorities to be reviewed and requires further discussion with PDF. Action: SC to update PDRP
7.0	Any Other Business
7.1	A question was asked if the 0843 number on the website is correct where it is shown. Action: SC to investigate
7.2	PV enquired if the cost of an average call could be added to the new website. Action: SC to investigate with PDF.
7.3	GR and PV raised the issue of rejected out of date vouchers, notably where vouchers were part of a long-term promotion (13 week) and a customer had attempted to redeem "early issue" vouchers post cut-off date. The issue relates specifically to The Telegraph. SC to raise with PDF, however a pragmatic solution should be sought. Action: SC to raise with PDF
7.4	Consequently, a question was raised over the wholesaler T&Cs; are the Voucher rules clear within the terms and conditions of supply and align with The Charter, section 7. Action: MD, NUK, SN to check T&Cs align with Charter section 7
7.5	The next meeting is scheduled for 28 th July at 1.00 pm