

**Minutes of the Press Distribution Review Panel Held on Wednesday 28th July 2021.
Via conference call**

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

| Item | |
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| 1.0 | Apologies for absence |
| | Paresh Vyas (Independent Retailer). |
| 2.0 | Minutes of previous meeting 26th May 2021 and matters arising |
| | The previous minutes were agreed. |
| 3.0 | Update on actions from previous minutes |
| 3.1 | Revised restitution amounts are agreed, however there was a question over any formal announcement by PPA. Action: SC to check with PDF if any announcement has been made 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 continue 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 pre-Stage One reports |
| | New format reports were welcomed, SC will consolidate and, where possible, align categories. Actions: SC to consolidate reports into future reporting. |
| 5.0 | Charter Review (and website) |
| 5.1 | <ul style="list-style-type: none"> • The increase in complaints during April - June was noted as a positive response to the Charter relaunch and revised process. • Including the wholesaler contact and address on the on-line forms is under review by Mark Farris, assessing potential costs. SC to discuss with Mark Farris. Actions: SC to follow on on-line forms with PDF |
| 6.0 | PDRP priorities |
| 6.1 | Other priorities to be reviewed and requires further discussion with PDF. Action: SC to update PDRP |
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| 7.0 | Newspaper Vouchers |
| | <p>There was further discussion on out-of-date vouchers, notably long-term promotions where retailers had “early issue” vouchers rejected post cut-off date. As each publisher has a different approach, this issue relates specifically to The Telegraph, and currently most of the rejections are managed pragmatically on a case-by-case basis. However, PDRP will closely monitor voucher processing complaint volumes.</p> <p>Action: PDRP to closely monitor voucher processing complaints</p> |
| 8.0 | Any Other Business |
| 8.1 | The 0843 number on the website is correct where it is shown, and wording to the effect of “usual call charges will apply” will be included next to the contact number. |
| 8.2 | The next meeting is scheduled for 29 th September at 1.00 pm |