

**Minutes of the Press Distribution Review Panel Held on Wednesday 24<sup>th</sup> November 2021.  
Via conference call**

Present:	Steve Cripwell	Chair
	Graham Read	Independent Retailer
	Paresh Vyas	Independent Retailer
	Fiona Campbell	Menzies Distribution
	Gillian Scott	Menzies Distribution
	Ayk Tahir	NMA
	Trevor Hudson	PPA
	Anya Ahmad	Smiths News
	Kaleigh Phillips-Marshall	Smiths News
	Brian Murphy	Retail Representative

Item	
<b>1.0</b>	<b>Apologies for absence</b>
	None
<b>2.0</b>	<b>Minutes of previous meeting 29<sup>th</sup> September 2021 and matters arising</b>
	The previous minutes were agreed.
<b>3.0</b>	<b>Update on actions from previous minutes</b>
<b>3.1</b>	Stage 2 (ex 3) questionnaire will be reviewed 2022 (subject to volumes) with an alternative (free) to Survey Monkey (Google Forms?). <b>Action: SC to continue to progress with PDF and Linda Windsor</b>
<b>3.3</b>	Incorporating the complaints process into wholesaler systems. <b>Action: MD/SN to continue to update as relevant</b>
<b>4.0</b>	<b>Review of pre-Stage One reports</b>
	Latest pre stage 1 volumes were reviewed, noticeable rise in delivery complaints. SC will continue to consolidate complaint categories in future quarterly reports. Post completion of the 2021 consolidated pre stage 1's, further investigation (drill down) into specific categories will be undertaken. <b>Actions:</b> <b>SC to continue to consolidate complaint types</b> <b>SC to identify areas for further investigation post 2021.</b>
<b>5.0</b>	<b>Charter issues</b>
<b>5.1</b>	<u>Voucher processing</u> : SC updated that volume of 2021 complaints to date (formal and non-formal) were not significantly high. GR highlighted administrative challenges in processing vouchers and will discuss the issue directly with AA. <u>Supply chain issues</u> : It was noted that the driver shortage is expected to remain an issue for the foreseeable future. AA noted that the current pre-Xmas period was likely to be challenging given the attractiveness of local parcel delivery. <u>Specific retailer issue</u> : SC to liaise directly with MD, NFRN and NUK <b>Actions:</b> <b>PDRP to closely monitor voucher processing complaints</b>

	<b>GR to outline concerns with voucher process with AA SC to liaise with MD, NRFN and NUK re retailer issue</b>
<b>6.0</b>	<b>PDRP priorities</b>
<b>6.1</b>	The PDRP will continue to monitor the complaints process and adherence to The Charter. Additional performance reporting based on pre stage 1 complaints will help focus activity.
<b>7.0</b>	<b>Improved positive communication</b>
	A press release will be prepared in January (given a full year's data) reviewing progress and highlighting increased awareness of the complaints process. Further opportunities for more positive PR around key themes / trends to be considered by the PDRP <b>Actions:</b> <b>SC/Mark Farris to draft press release Jan 2021</b> <b>All to consider ongoing positive messages to increase awareness of complaints process</b>
<b>8.0</b>	<b>Any Other Business</b>
<b>8.1</b>	SC thanked the group for their input and support throughout the year given the positive achievements delivered: <ul style="list-style-type: none"> <li>• Revised charter</li> <li>• New website</li> <li>• Revised complaint process</li> <li>• New agreed reporting format for pre stage 1 complaints</li> </ul>
<b>8.2</b>	SC to circulate 2022 meeting schedule, with the suggestion that one meeting will be face to face.