

**Minutes of the Press Distribution Review Panel Held on Wednesday 26<sup>th</sup> January 2022.  
Via conference call**

Present:	Steve Cripwell	Chair
	Fiona Campbell	Menzies Distribution
	Ayk Tahir	NMA
	Trevor Hudson	PPA
	Anya Ahmad	Smiths News
	Brian Murphy	Retail Representative

Item	
<b>1.0</b>	<b>Apologies for absence</b>
	Gillian Scott, Kaleigh Phillips-Marshall, Graham Read, Paresh Vyas
<b>2.0</b>	<b>Minutes of previous meeting 24<sup>th</sup> November 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) retailer feedback questionnaire will be reviewed 2022 with an alternative (free) to Survey Monkey (Google Forms?). <b>Action: SC to continue to progress with PDF and Linda Windsor</b>
<b>3.2</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>
<b>4.1</b>	Full year pre stage 1 volumes were reviewed by wholesaler and consolidated category. Noticeable again was the rise in delivery complaints, which PDRP agreed were a consequence of current supply chain issues. Agreed to review publisher deliveries and impact on retail delivery, AT to consolidate RDTs for review. Returns were discussed and the increase was thought to be a consequence of supply chain and retailer returns presentation issues. <b>Actions:</b> <b>SC to summarise data in quarterly and year end reports.</b> <b>AT to review and feedback on consolidated RDT at next meeting.</b>
<b>5.0</b>	<b>Update on 2021 formal complaints</b>
<b>5.1</b>	SC updated on top level 2021 volumes but reported the data remained incomplete due to late wholesale responses, and requested wholesaler aim to adhere to 28-day (preferably 14) day response window <b>Action: Wholesale to aim to adhere to 28-day response window.</b>
<b>6.0</b>	<b>Charter issues</b>
<b>6.1</b>	<u>Voucher processing</u> : GR issue of administrative challenges in processing vouchers will be discussed directly with AA. <b>Actions: GR to outline concerns with voucher process with AA</b>

<b>7.0</b>	<b>Retailer miss-use of complaints process.</b>
<b>7.1</b>	<p>The issue of retailers skipping the informal phase and moving straight to a formal complaint was raised.</p> <p>Wholesale commented that they become aware once the retailer cannot produce a reference number, and then can remind the retailer of the informal process. To help retailer guidance, links to wholesaler operational guidelines should be added within the PDC website which should also re-emphasize the informal process within its own website wording.</p> <p>BM raised the option of a managed “auto credit” process to minimise formal complaints.</p> <p><b>Actions:</b>  <b>SC to discuss website changes to Mark Farris.</b>  <b>BM to raise issue of a managed “auto-credit” with the PDF.</b></p>
<b>8.0</b>	<b>PDRP priorities</b>
<b>8.1</b>	<p>The PDRP will continue to monitor the complaints process and adherence to The Charter. Additional performance reporting based on pre stage 1 complaints will continue to help focus activity.</p>
<b>9.0</b>	<b>Press Release / Improved positive communication</b>
<b>9.1</b>	<p>A press release will be prepared ASAP based on full year complaints data reviewing progress and highlighting increased awareness of the complaints process. The PDRP discussed positive themes notably retailer confidence, transparency, and timeliness of the process, any benchmarking opportunities, the positive collaboration of industry bodies and independent governance.</p> <p><b>Actions:</b>  <b>SC/Mark Farris to draft press release.</b>  <b>All to consider ongoing positive messages to increase awareness of complaints process.</b></p>
<b>10.0</b>	<b>Any Other Business</b>
	None