

**Minutes of the Press Distribution Review Panel Held on Wednesday 6<sup>th</sup> April 2022.  
Via conference call**

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

Item	
<b>1.0</b>	<b>Apologies for absence</b>
	None
<b>2.0</b>	<b>Minutes of previous meeting 26<sup>th</sup> January 2022 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 revisited 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>3.3</b>	SC reminded wholesalers to adhere to 28- day (preferably 14) day response window. <b>Action: Wholesale to aim to adhere to 28-day response window.</b>
<b>3.4</b>	<u>Voucher processing</u> : GR issue of administrative challenges in processing vouchers will be discussed directly with AA. Although volumes of actual complaints are low PV indicated that issues were potentially causing retailers to refuse to handle vouchers. <b>Actions: GR to outline concerns with voucher process with AA</b>
<b>3.5</b>	To help retailer guidance, links to wholesaler operational guidelines will be added within the PDC website, located as suggested by Mark Farris. Managed “auto credit” process to minimise formal complaints is under review within the PDF. <b>Actions: SC to confirm website changes with Mark Farris. BM to update on managed “auto-credit” with the PDF.</b>
<b>3.6</b>	<u>PDRP Priorities</u> : 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.

<b>4.0</b>	<b>Pre-Stage One update</b>
<b>4.1</b>	<p>Q1 data was incomplete at the time of the meeting, however indications on January and February data show significant YOY increases. SC to summarise when data is available. A discussion focused on 2021 lockdown and ongoing supply chain issues, notably driver shortages as key causes.</p> <p>It was agreed to review publisher deliveries and impact on retail delivery on a quarterly basis, AT to consolidate RDTs for review.</p> <p><b>Actions:</b>  <b>SC to summarise data in quarterly reports.</b>  <b>AT to feedback quarterly on consolidated RDT.</b></p>
<b>5.0</b>	<b>Charter / Service issues</b>
<b>5.1</b>	<p>PV raised issue of call waiting times, MD, and SN to investigate specifics</p> <p><b>Action: MD and SN to investigate specifics</b></p>
<b>5.2</b>	<p>PV also raised a point suggesting service issues were resulting in a reduction in the number of retailers no longer selling News and Magazines.</p> <p><b>Action: MD and SN to investigate specifics</b></p>
<b>6.0</b>	<b>Press Release</b>
<b>6.1</b>	The draft press release was approved
<b>7.0</b>	<b>Any Other Business</b>
<b>7.1</b>	BM advised of the rebranding of NFRN to The Fed