

**Minutes of the Press Distribution Review Panel Held on Wednesday 25th January 2023.
Via conference call**

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

Item	
1.0	Apologies for absence
	Fiona Campbell (Menzies Distribution), Kaleigh Phillips-Marshall (Smiths News), Graham Read (Retail Representative), Paresh Vyas (Retail Representative)
2.0	Minutes of previous meeting 30th November 2022 and matters arising
	The previous minutes were agreed.
3.0	Update on actions from previous minutes
3.1	Stage 2 (ex 3) retailer feedback to be pursued by questionnaire in Q1 2023. Action: SC progressing with PDF and Linda Windsor, further update next meeting
3.2	Links to wholesaler operational guidelines within PDC website remain to be added. For info, managed “auto credit” process is extremely complicated given variable number of queries, and will not be progressed at this time. Action: SC to follow up with Mark Farris and update on website changes.
4.0	Pre-Stage One update
4.1	SC presented full year data, showing overall increase driven essentially by SN. AA/KPM reviewing root cause of SN increases. BM suggested more context is added to categorisation of complaints, SC to add activity description to categories. Agreed that including NUK supplied retailer data duplicates volumes, SC to amend reports accordingly. Actions: AA/KPM to update on SN activities as appropriate SC to update report
4.2	2022 full year report will include data and commentary. SC to circulate draft report once outstanding Q4 formal Stage 1 data is received and analysed. Action: SC to circulate draft report for feedback
4.3	Agreed that annual updates on size of retailer universe would provide more consistency given seasonality. Action: Wholesaler to provide annual update of retail universe each January
5.0	Charter / Service issues
5.1	Restitution: PDF are reviewing restitution clauses and claim timeframes via (ANMW and NMA discussions). FC recommended a 14-day time window is set. Action: SC to update.

5.2	<p>SC reminded wholesalers again of the importance of adhering to the preferred 14-day (28-day maximum) Charter timescales to complete Stage One complaints. At the time of the meeting @ 21 Stage 1 complaints were still outstanding from Q4 2022.</p> <p>Action: Wholesale to adhere to agreed charter deadlines for resolution of Stage 1 complaints</p>
5.3	<p>For info, wholesalers reported that inbound call volumes had seen a significant YOY reduction over December and January.</p>
5.4	<p>AT reported the instance of a retailer who had submitted an online complaint, but did not include relevant £ value information, despite chasing the complaint remains unresolved. Suggested that the online process should ensure that all relevant information is provided prior to submission.</p> <p>Action: SC to discuss with Mark Farris</p>
6.0	<p>Any Other Business</p>
6.1	<p>TH noted that PDRP logo is out of sync.</p> <p>Action: SC to discuss with Mark Farris</p>

