

**Minutes of the Press Distribution Review Panel Held on Wednesday 22nd March 2023.
Via conference call**

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

Item																															
1.0	Apologies for absence																														
	Paresh Vyas (Retail Representative)																														
2.0	Minutes of previous meeting 25th January 2023 and matters arising																														
	The previous minutes were agreed.																														
3.0	Update on actions from previous minutes																														
3.1	SC ran through proposed retailer survey, in two parts and planned for early April: <ul style="list-style-type: none"> • Telephone interview with retailers that went through Arbitration process. • Online questionnaire to retailers that had made a formal complaint. Several recommended changes were made to the online questionnaire. SC to update via Mark Farris. Action: SC to update and progress online questionnaire/interviews and feedback on progress at next meeting																														
3.2	Links to wholesaler operational guidelines within PDC website to be forwarded and then added to the website. Action: SC to forward links to Mark Farris and update on website changes.																														
4.0	Pre-Stage One update																														
4.1	Year to date data is limited and detailed below: <table border="1" data-bbox="389 1599 1169 1832"> <thead> <tr> <th></th> <th colspan="2">2022</th> <th colspan="2">2023</th> </tr> <tr> <th>Wholesaler</th> <th>Jan</th> <th>Feb</th> <th>Jan</th> <th>Feb</th> </tr> </thead> <tbody> <tr> <td>Menzies Distribution</td> <td>224</td> <td>197</td> <td>100</td> <td>151</td> </tr> <tr> <td>News UK</td> <td>5</td> <td>17</td> <td>5</td> <td>3</td> </tr> <tr> <td>Smiths News</td> <td>274</td> <td>309</td> <td>349</td> <td>307</td> </tr> <tr> <td>Total</td> <td>503</td> <td>523</td> <td>454</td> <td>461</td> </tr> </tbody> </table> <p>Further analysis in Q1 report by category. Actions: SC to update data in Q1 report</p>		2022		2023		Wholesaler	Jan	Feb	Jan	Feb	Menzies Distribution	224	197	100	151	News UK	5	17	5	3	Smiths News	274	309	349	307	Total	503	523	454	461
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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	SC reminded wholesalers again of the importance of adhering to the preferred 14-day (28-day maximum) Charter timescales to complete Stage One complaints. FC referenced a new MD process to speed up responses. Action: Wholesale to adhere to agreed charter deadlines for resolution of Stage 1 complaints
5.3	For info, FC reported that inbound call volumes had seen a significant YOY reduction over Q1 2023.
5.4	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. Action: SC to discuss with Mark Farris
6.0	Any Other Business
6.1	TH noted that PDRP logo is out of sync. Action: SC to discuss with Mark Farris