

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

Present:

Steve Cripwell Fiona Campbell Gillian Scott Anya Ahmad Kaleigh Phillips-Marshall Ayk Tahir Trevor Hudson Brian Murphy Graham Read

Chair Menzies Distribution Menzies Distribution Smiths News Smiths News NMA PPA Retail Representative Retail Representative

Apologies for absence						
Paresh Vyas (Retail Rep	oresentativ	/e)				
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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.						
Pre-Stage One update						
Year to date data is limited and detailed below:						
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Total	503	523	454	461	ł	
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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