

**Minutes of the Press Distribution Review Panel Held on Wednesday 26TH July 2023.
Via conference call**

Present:	Steve Cripwell	Chair
	Gillian Scott	Menzies Distribution
	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), Anya Ahmad (Smiths News), Fiona Campbell (Menzies Distribution).
2.0	Minutes of previous meeting 31st May and matters arising
	The previous minutes were agreed.
3.0	Update on actions from previous minutes
3.1	Retailer survey – see point 4.0
3.2	Links to wholesaler operational guidelines within PDC website to be added to the website under “Putting Things Right.” Action: SC to liaise with Mark Farris to update on website changes.
4.0	Retailer survey
	<ul style="list-style-type: none"> • Positive level of response @ 31 retailers, but no response to offer of telephone interview on arbitration cases. • SC to provide summary to date. • Where possible include actual number and breakdown of respondents on slides for context. • Further session to be convened to finalise recommendations and next steps. • Key themes to date are: <ul style="list-style-type: none"> • Awareness of complaints process • Timeliness of completion • Keeping retailers informed • Assuring confidence in the process Action: SC to circulate summary to date and arrange follow up session.
5.0	Pre-Stage One update
5.1	Data presented for 6 months Year to date showed significant increases for both MD and SN in May and June. MD and SN agreed to provide feedback on causes and actions. Action: GS and KPM to provide update on causes and actions taken.
6.0	Quarterly report
	The group had no further amendments to the April- June 2023 quarterly report.

7.0	Charter / Service issues
7.1	For info: Restitution: PDF have agreed an outstanding definition of “lateness” and the PDRP agreed to retain the 28-day deadline with a preference of 14-day completion.
7.2	SC reminded wholesalers again of the importance of adhering to the preferred 14-day (28-day maximum) Charter timescales to complete Stage One complaints. Action: Wholesale to adhere to agreed charter deadlines for resolution of Stage 1 complaints
7.3	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	Additionally, during the retailer survey discussion GR referenced standards for complaint resolution pre formal stage, to minimise formal complaints. Whilst this is beyond the remit of the PDRP, with hindsight SC felt this merited further discussion. Action: SC to add to agenda for next meeting.
6.2	An apology from SC, I didn’t raise a question from the PDF who have asked the PDRP to present more detail to aid understanding of batches of lateness, consistent lateness and who is at fault. I would suggest a separate meeting initially with the three wholesales to discuss this in more detail. Action: SC to arrange specific meeting to discuss reporting on lateness.
6.3	Date of next meeting: 27 th September @ 1.00pm via Teams. SC will send a reminder to GR just prior to meeting.

