

**Minutes of the Press Distribution Review Panel Held on Wednesday 27<sup>TH</sup> September 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
	Graham Read	Retail Representative
	Paresh Vyas	Retail Representative

<b>Item</b>	
<b>1.0</b>	<b>Apologies for absence</b>
	Kaleigh Phillips-Marshall (Smiths News), Fiona Campbell (Menzies Distribution).
<b>2.0</b>	<b>Minutes of previous meeting 31<sup>st</sup> May and matters arising</b>
	The previous minutes were agreed.
<b>3.0</b>	<b>Update on actions from previous minutes</b>
<b>3.1 (3.2)</b>	After the meeting it was confirmed that links to wholesaler operational guidelines within PDC website will be added to the website within 14 days under “Putting Things Right.” <b>Action: SC to liaise with Mark Farris to update on the website changes.</b>
<b>4.0</b>	<b>Pre-Stage One update</b>
	Data to end of August showed continued YoY increases for both MD and SN. MD reported late delivery and uncollected returns were driving the increase. SN indicated late delivery and uncollected returns were proportionally decreasing whilst other depot related factors were increasing. <b>Actions:</b> <b>MD and SN to continue to monitor/report on causes and actions taken.</b> <b>SC to aim to include detailed breakdown in quarterly report.</b>
<b>5.0</b>	<b>Retailer survey</b>
	<ul style="list-style-type: none"> <li>• Agreed points of action were reviewed and discussed.</li> <li>• An updated plan is attached to the minutes and updates will be: <ul style="list-style-type: none"> <li>○ provided at the next PDRP meeting.</li> <li>○ Included ASAP in next quarterly report.</li> <li>○ Subject to further discussion.</li> </ul> </li> <li>• The plan <b>should not be</b> circulated outside of the PDRP or PDF board.</li> </ul> <b>Action: All to follow up on agree points where relevant.</b>
<b>6.0</b>	<b>Update on lateness and reporting of</b>
<b>6.1</b>	<ul style="list-style-type: none"> <li>• The question of why it is taking 28 days or more to respond to complaints will be addressed as part of the retailer survey plan.</li> </ul>

	<ul style="list-style-type: none"> <li>Understanding the drivers of end-to-end lateness across the supply chain will initially be summarise by AT.</li> </ul> <p><b>Actions:</b>  <b>The 28-day response time will be reviewed as part of retailer survey follow up AT to summarise available information on supply chain lateness</b></p>
<b>7.0</b>	<b>Charter / Service issues</b>
<b>7.1</b>	<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.</p> <p><b>Action: Wholesale to adhere to agreed charter deadlines for resolution of Stage 1 complaints</b></p>
<b>7.2</b>	<p>It is suggested that the online complaints process ensures that retailers provide all relevant information about their complaint prior to submission. Ideally this would be automated, however this drives potential complexity and cost, perhaps resolved by better guidelines within the site.</p> <p><b>Action: SC to continue to discuss with Mark Farris</b></p>
<b>6.0</b>	<b>Any Other Business</b>
<b>6.1</b>	Paresh was welcomed back after his recent absence.
<b>6.2</b>	<p>Date of next meeting: 29<sup>th</sup> November @ 1.00pm via Teams.</p> <p>SC will send a reminder to GR/PV just prior to meeting.</p>

