

Press Distribution Charter



Quarterly Report April to June 2019

Executive summary

In the period April to June 2019 a total of 29 completed Stage 2 complaint forms were processed generating 29 breaches to PDC standards. This represents a very significant decrease in volumes when compared to the same period in 2018.

There has also been a significant decrease in the number of complaints adjudicated at Stage 3, which at 2 is one of the lowest quarterly levels recorded.

	Q2 2018	Q2 2019
Number of completed Stage 2 forms	106	29
Number of Stage 2 Breaches	107	29
Number of complaints escalated to Stage 3	26	2

It is worth noting that the complaints originated from 17 wholesale houses compared with 32 in the corresponding 2018 period. There were no complaints made against the NMA or PPA.

In total 20 Stage 2 complaints were completed within the preferred 14-day timescale; however, all complaints were completed within the 28-day time limit, which is a positive statistic.

Wholesalers continue to provide statistics on all complaints received prior to any escalation to Stage 2.

Over the period there has been a significant fall off in the number of complaints received during May and June compared against the previous months.

Total complaints received pre-Stage 2

Wholesaler	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19
Menzies Distribution	446	492	473	461	312	317
Smiths News	516	476	464	511	373	384
Total	962	968	937	972	685	701

Future reporting will aim to provide further detail of the categories of complaints received pre-Stage 2.

The next section of this report shows summary data for breaches by standard, association and timeliness. Detailed information by wholesale branch is included in Appendix 1.

Summary Data

1. In period breaches by Standard

Totals	Standard										
	Terms & Conditions	Delivery Timeliness	Delivery Quality	Order & Supply Management	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	Total
Apr - Jun 19	0	11	6	1	2	3	0	0	5	1	29
Apr - Jun 18	0	29	22	6	2	3	25	0	14	6	107
Difference + / -	0	-18	-16	-5	0	0	-25	0	-9	-5	-78

2. In period breaches by Association.

Association	Standard										
	Terms & Conditions	Delivery Timeliness	Delivery Quality	Order & Supply Management	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	Total
Apr - Jun 19											
Menzies	0	3	1	0	1	0	0	0	1	0	6
News UK/DTR	0	2	0	0	0	0	0	0	0	0	2
Smiths News	0	6	5	1	1	3	0	0	4	1	21
NMA	0	0	0	0	0	0	0	0	0	0	0
PPA	0	0	0	0	0	0	0	0	0	0	0
Total	0	11	6	1	2	3	0	0	5	1	29
Apr - Jun 18											
Menzies	0	7	0	0	0	0	1	0	0	4	12
News UK/DTR	0	0	1	0	0	0	1	0	0	0	2
Smiths News	0	22	21	6	2	3	23	0	14	2	93
NMA	0	0	0	0	0	0	0	0	0	0	0
PPA	0	0	0	0	0	0	0	0	0	0	0
Total	0	29	22	6	2	3	25	0	14	6	107

3. Timeliness of Stage 2

Apr - Jun 2019

Wholesaler/Publisher	Number of Complaints	Not completed in 28 days	Average time for completion (days)
DTR London	2	0	12
Menzies Distribution	6	0	11.8
Smiths News	21	0	9.7

Apr - Jun 2018

Wholesaler/Publisher	Number of Complaints	Not completed in 28 days	Average time for completion (days)
DTR London	2	0	1.5
Menzies Distribution	12	0	12.8
Smiths News	92	5	9.1

Appendix 1

Breaches by branch April – June 2019

Wholesale Location	Standard										
	Terms & Conditions	Delivery Timeliness	Delivery Quality	Order & Supply Management	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	Total
Ashford	0	1	0	0	0	0	0	0	1	0	2
Birmingham	0	2	1	0	0	1	0	0	0	0	4
DTR London	0	2	0	0	0	0	0	0	0	0	2
Exeter	0	0	1	0	0	0	0	0	0	0	1
Gloucester	0	0	0	0	0	0	0	0	1	0	1
Hemel Hempstead	0	2	0	0	0	1	0	0	0	1	4
Liverpool	0	0	0	0	0	0	0	0	1	0	1
Newmarket	0	0	0	1	0	0	0	0	0	0	1
Newport	0	0	0	0	0	1	0	0	0	0	1
Nottingham	0	0	2	0	0	0	0	0	0	0	2
Sheffield	0	0	1	0	0	0	0	0	0	0	1
Stevenage	0	1	0	0	0	0	0	0	2	0	3
Stockport	0	1	0	0	0	0	0	0	0	0	1
Stoke	0	0	1	0	0	0	0	0	0	0	1
Wakefield	0	0	0	0	1	0	0	0	0	0	1
Worcester	0	0	0	0	1	0	0	0	0	0	1
York	0	2	0	0	0	0	0	0	0	0	2
Grand Total	0	11	6	1	2	3	0	0	5	1	29

Breaches by branch April – June 2018

Wholesale Location	Terms &	Delivery Timeliness	Delivery Quantity	Order & Supply Management	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	Total
Ashford	0	0	0	0	0	0	1	0	0	0	1
Birmingham	0	2	7	0	0	0	0	0	3	0	12
Crawley	0	0	0	0	0	0	1	0	0	0	1
Croydon	0	0	1	0	0	0	0	0	0	0	1
Dalgety Bay	0	1	0	0	0	0	0	0	0	1	2
Gloucester	0	0	1	0	0	0	0	0	0	0	1
Hammersmith	0	3	0	0	0	0	0	0	0	0	3
Hemel Hempstead	0	3	0	2	1	1	0	0	0	0	7
Hornsey	0	1	0	0	0	0	0	0	0	0	1
Lancing	0	2	0	0	0	0	1	0	0	0	3
Leicester	0	1	0	0	0	1	0	0	0	0	2
Linwood	0	1	0	0	0	0	0	0	0	2	3
Maidstone	0	1	0	0	0	0	0	0	0	0	1
Milton Keynes	0	1	0	0	1	0	0	0	2	0	4
Newbridge	0	1	0	0	0	0	0	0	0	0	1
Newcastle	0	1	1	0	0	0	0	0	0	0	2
Newport	0	0	2	0	0	1	3	0	3	0	9
News UK London DTR	0	1	1	0	0	0	1	0	0	0	3
Nottingham	0	1	4	0	0	0	0	0	1	0	6
Oxford	0	0	0	0	0	0	0	0	1	0	1
Peterborough	0	0	0	0	0	0	0	0	1	0	1
Preston	0	1	0	0	0	0	0	0	0	0	1
Reading	0	1	0	0	0	0	0	0	0	0	1
Slough	0	1	2	1	0	0	0	0	1	0	5
Southampton	0	0	0	0	0	0	0	0	0	1	1
Stevenage	0	1	0	0	0	0	0	0	0	0	1
Stockport	0	2	2	0	0	0	0	0	1	0	5
Swindon / Sales Centre	0	0	0	1	0	0	0	0	0	0	1
Wakefield	0	2	0	0	0	0	0	0	0	1	3
Warrington	0	0	1	0	0	0	0	0	0	0	1
Wednesbury	0	1	0	1	0	0	18	0	1	1	22
Yeovil	0	0	0	1	0	0	0	0	0	0	1
Total	0	29	22	6	2	3	25	0	14	6	107