



# Press Distribution Charter

## Quarterly Report April to June 2022

### Executive summary

In the period April to June 2022, we saw 50 completed Stage 1 complaint forms processed with 54 breaches to PDC standards.

In the period there were four complaints escalated to Stage 2 Arbitration.

	Q2 2021	Q2 2022
Number of completed Stage 1 forms	40	50
Number of Stage 1 Breaches	44	54*
Number of complaints escalated to Stage 2	3	4

\* Includes four complaints received late within period that are still to be completed at time of report

The complaints originated from 21 wholesale houses compared with 23 in the corresponding 2021 period. There were no complaints made against NMA or PPA.

In total seven Stage 1 complaints were completed outside of the preferred 14-day timescale.

Wholesalers continue to provide statistics on all complaints received prior to any escalation to Stage 1.

### Total informal complaints received pre-Stage 1 Jan -June 2022 Vs 2021

2022 Complaints pre Stage 1									
Wholesaler	Retailers	Jan	Feb	Mar	Apr	May	Jun	Total	% Total
<b>Menzies Distribution</b>	24,861	224	197	281	260	204	199	1,365	0.05
<b>News UK</b>	5,200	5	17	7	4	8	9	50	0.01
<b>Smiths News</b>	23,978	274	309	327	289	331	312	1,842	0.08
<b>Total</b>	54,039	503	523	615	553	543	520	3,257	0.06

2021 Complaints pre Stage 1									
Wholesaler	Retailers	Jan	Feb	Mar	Apr	May	Jun	Total	% Total
<b>Menzies Distribution</b>	24,861	151	132	160	168	227	230	1,068	0.04
<b>News UK</b>	5,200	11	1	4	1	2	6	25	0.00
<b>Smiths News</b>	23,978	112	102	128	197	151	199	889	0.04
<b>Total</b>	54,039	274	235	292	366	380	435	1,982	0.04

<b>Year on year</b>		83.6%	122.6%	110.6%	51.1%	42.9%	19.5%	64.3%
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The data shows a significant increase in pre-Stage 1 complaints over the first six months of 2021 driven again by ongoing supply chain challenges, although the rate of increase has slowed.

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

## Summary Data

### 1. In period breaches by Standard

Totals	Standard										Total
	Terms & Conditions	Delivery Timeliness	Delivery Quality	Order & Supply	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	
Apr - Jun 22	0	37	4	7	4	2	0	0	0	0	54
Apr - Jun 21	0	25	7	1	4	1	5	0	1	0	44
Difference + / -	0	12	-3	6	0	1	-5	0	-1	0	10

### 2. In period breaches by Association.

Association	Standard										Total
	Terms & Conditions	Delivery Timeliness	Delivery Quality	Order & Supply	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	
<b>Apr - Jun 22</b>											
Menzies	0	21	1	3	4	1	0	0	0	0	30
News UK/DTR	0	3	0	2	0	0	0	0	0	0	5
Smiths News	0	13	3	2	0	1	0	0	0	0	19
NMA	0	0	0	0	0	0	0	0	0	0	0
PPA	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>37</b>	<b>4</b>	<b>7</b>	<b>4</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>54</b>
<b>Apr - Jun 21</b>											
Menzies	0	21	0	1	3	0	2	0	0	0	27
News UK/DTR	0	0	0	0	0	0	3	0	0	0	3
Smiths News	0	4	7	0	1	1	0	0	1	0	14
NMA	0	0	0	0	0	0	0	0	0	0	0
PPA	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>25</b>	<b>7</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>5</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>44</b>

### 3. Timeliness of Stage 1

Apr - Jun 2022

Wholesaler/Publisher	Number of Complaints	Not completed in 28 days	Average time for completion (days)
DTR London	5	0	19.4
Menzies Distribution	30	2	14.1
Smiths News	19	0	6.8

Apr - Jun 2021

Wholesaler/Publisher	Number of Complaints	Not completed in 28 days	Average time for completion (days)
DTR London	3	0	8.7
Menzies Distribution	27	0	12.8
Smiths News	14	0	3.9

## Appendix 1

### Breaches by branch April – June 2022

Wholesale Location	Standard										Total
	Terms & Conditions	Delivery Timeliness	Delivery Quality	Order & Supply	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	
Birmingham		2	1								3
Camberley		1									1
Chester		1	1								2
Crawley		2	1								3
Croydon		3									3
DTR London		3		2							5
Eastbourne					1						1
Grays		1									1
Hornsey				1		1					2
Linwood		5									5
Newport		2									2
Nottingham				1							1
Preston		4		1							5
SEL		1			2						3
Sheffield		3			1	1					5
Southampton		1									1
Stockport		1	1								2
Stockton		2		1							3
Wakefield		3		1							4
Wednesbury		1									1
Yeovil		1									1
<b>Total</b>	<b>0</b>	<b>37</b>	<b>4</b>	<b>7</b>	<b>4</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>54</b>

**Breaches by branch April – June 2021**

Wholesale Location	Standard										Total
	Terms & Conditions	Delivery Timeliness	Delivery Quality	Order & Supply	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	
Birmingham			1								1
Carlisle					1						1
Croydon									1		1
DTR London							3				3
Eastbourne		3									3
Gloucester			1								1
Grays		1									1
Hemel		1									1
Hull		1									1
Kendal					1						1
Maidstone		3									3
Milton Keynes					1						1
Newport		1	2								3
Norwich		1									1
Portsmouth		1									1
Preston		2									2
Ryde							1				1
SEL		1					1				2
Sheffield		1		1	1						3
Southampton			2			1					3
Stockport		2	1								3
Stockton		1									1
Wakefield		6									6
<b>Total</b>	<b>0</b>	<b>25</b>	<b>7</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>5</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>44</b>