



Press Distribution Charter

Quarterly Report April to June 2023

Executive summary

In the period April to June 2023, we saw 33 completed Stage 1 complaint forms processed with 40 breaches to PDC standards.

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

| | Q2 2022 | Q2 2023 |
|---|---------|---------|
| Number of completed Stage 1 forms | 50 | 33 |
| Number of Stage 1 Breaches | 54 | 40 |
| Number of complaints escalated to Stage 2 | 4 | 5 |

The complaints originated from 16 wholesale houses compared with 21 in the corresponding 2022 period. There were no complaints made against NMA or PPA.

In total fourteen Stage 1 complaints were completed outside of the preferred 14-day timescale, eight of which took longer than the 28-day period. Wholesalers are again reminded of the importance of adhering to agreed PDC standards in the resolution of formal retail complaints.

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

Total informal complaints received pre-Stage 1 January -June 2023 Vs 2022

| | | 2022 Complaints Pre-Stage 1 | | | | | | | |
|----------------------|-----------|-----------------------------|-----|-----|-----|-----|-----|-------|---------|
| Wholesaler | Retailers | Jan | Feb | Mar | Apr | May | Jun | Total | % Total |
| Menzies Distribution | | 224 | 197 | 281 | 260 | 204 | 199 | 1,365 | |
| News UK | | 5 | 17 | 7 | 4 | 8 | 9 | 50 | |
| Smiths News | | 274 | 309 | 327 | 289 | 331 | 312 | 1,842 | |
| Total | 46,143 | 503 | 523 | 615 | 553 | 543 | 520 | 3,257 | 0.07 |

| | | 2023 Complaints Pre-Stage 1 | | | | | | | |
|----------------------|-----------|-----------------------------|-----|-----|-----|-----|-----|-------|---------|
| Wholesaler | Retailers | Jan | Feb | Mar | Apr | May | Jun | Total | % Total |
| Menzies Distribution | | 100 | 151 | 173 | 178 | 273 | 284 | 1,159 | |
| News UK | | 5 | 3 | 1 | 2 | 7 | 3 | 21 | |
| Smiths News | | 349 | 307 | 574 | 462 | 414 | 504 | 2,610 | |
| Total | 46,143 | 454 | 461 | 748 | 642 | 694 | 791 | 3,790 | 0.08 |

| | | | | | | | | |
|------------|--|------|------|-----|-----|-----|-----|-----|
| YOY | | -10% | -12% | 22% | 16% | 28% | 52% | 16% |
|------------|--|------|------|-----|-----|-----|-----|-----|

The data again shows a significant increase in pre-Stage 1 complaints Vs 2022, notably in the months of May and June for the larger wholesalers. This requires further investigation by the PDRP.

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 | | | | | | | | | | |
|------------------|--------------------|---------------------|------------------|----------------|--------------------|-----------|--------------------|---------------|------------------|------------------|-------|
| | Terms & Conditions | Delivery Timeliness | Delivery Quality | Order & Supply | Returns Management | Invoicing | Voucher Processing | Sub-retailing | Customer Service | Carriage Charges | Total |
| Apr - Jun 23 | 3 | 22 | 9 | 2 | 3 | 0 | 1 | 0 | 0 | 0 | 40 |
| Apr - Jun 22 | 0 | 37 | 4 | 7 | 4 | 2 | 0 | 0 | 0 | 0 | 54 |
| Difference + / - | 3 | -15 | 5 | -5 | -1 | -2 | 1 | 0 | 0 | 0 | -14 |

2. In period breaches by Association.

| Association | Standard | | | | | | | | | | |
|---------------------|--------------------|---------------------|------------------|----------------|--------------------|-----------|--------------------|---------------|------------------|------------------|-----------|
| | Terms & Conditions | Delivery Timeliness | Delivery Quality | Order & Supply | Returns Management | Invoicing | Voucher Processing | Sub-retailing | Customer Service | Carriage Charges | Total |
| Apr - Jun 23 | | | | | | | | | | | |
| Menzies | 1 | 16 | 8 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 27 |
| News UK/DTR | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Smiths News | 1 | 6 | 1 | 1 | 2 | 0 | 0 | 0 | 0 | 0 | 11 |
| 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 | 3 | 22 | 9 | 2 | 3 | 0 | 1 | 0 | 0 | 0 | 40 |
| Apr - Jun 22 | | | | | | | | | | | |
| 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 |
| Total | 0 | 37 | 4 | 7 | 4 | 2 | 0 | 0 | 0 | 0 | 54 |

3. Timeliness of Stage 1

Apr - Jun 2023

| Wholesaler/Publisher | Number of Complaints | Not completed in 28 days | Average time for completion (days) |
|----------------------|----------------------|--------------------------|------------------------------------|
| DTR London | 2 | 2 | 44 |
| Menzies Distribution | 27 | 5 | 18.5 |
| Smiths News | 11 | 1 | 14.4 |

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 |

Appendix 1

Breaches by branch April – June 2023

| Wholesale Location | Standard | | | | | | | | | | Total |
|--------------------|--------------------|---------------------|------------------|----------------|--------------------|-----------|--------------------|---------------|------------------|------------------|-----------|
| | Terms & Conditions | Delivery Timeliness | Delivery Quality | Order & Supply | Returns Management | Invoicing | Voucher Processing | Sub-retailing | Customer Service | Carriage Charges | |
| Chester | | 2 | | | | | | | | | 2 |
| DTR London | 1 | | | 1 | | | | | | | 2 |
| Dundee | | 1 | | | | | | | | | 1 |
| Eastbourne | | 1 | | | | | | | | | 1 |
| Grays | | | | | | | 1 | | | | 1 |
| Linwood | 1 | 3 | | | | | | | | | 4 |
| Milton Keynes | | | | | 1 | | | | | | 1 |
| Newbridge | | 1 | | | | | | | | | 1 |
| Newcastle | | 2 | | | | | | | | | 2 |
| Newport | 1 | 3 | | | 1 | | | | | | 5 |
| SEL | | 1 | 1 | | 1 | | | | | | 3 |
| Sheffield | | 1 | 2 | | | | | | | | 3 |
| Stevenage | | 1 | 1 | 1 | | | | | | | 3 |
| Stockton | | 3 | 3 | | | | | | | | 6 |
| Wakefield | | 2 | 2 | | | | | | | | 4 |
| York | | 1 | | | | | | | | | 1 |
| Total | 3 | 22 | 9 | 2 | 3 | 0 | 1 | 0 | 0 | 0 | 40 |

Appendix 1 (continued)

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 |
| Total | 0 | 37 | 4 | 7 | 4 | 2 | 0 | 0 | 0 | 0 | 54 |