

Press Distribution Charter



Quarterly Report January to March 2021

Executive summary

In the period January to March 2021 a total of only 11 completed Stage 2 complaint forms were processed with 11 breaches to PDC standards. There were zero complaints escalated to Stage 3.

	Q1 2020	Q1 2021
Number of completed Stage 2 forms	14	11
Number of Stage 2 Breaches	15	11
Number of complaints escalated to Stage 3	1	0

The Stage 2 complaints originated from 11 wholesale houses which is the same as the corresponding 2020 period. There were no complaints made against NMA or the PPA.

Although the average number of days to complete the Stage 2 complaints was within the preferred 14-day timescale, five took longer to complete.

Whilst wholesalers continue to provide statistics on all complaints received prior to any escalation to Stage 2, given inconsistency in reporting outputs Stage 1 data has again been excluded from this report.

At the time of writing this quarterly report the Press Distribution Forum have launched an updated, third, edition of the charter which includes a revised complaints process.

The major change to the complaints process is a reduction in complaint resolution stages from three to two. This change aims to simplify the process for retailers and enable the complainant to progress more swiftly to arbitration, should the need arise.

The new charter will only appear on-line, and to facilitate this the PDF has also launched a dedicated website enabling quick access to the charter, but more specifically to help retailers better understand the complaints process. The website includes easily navigable guidance notes and an online form submission.

The Press Distribution Forum will also be distributing 37,000 postcard-sized charter guides to retailers via their supplying wholesaler with an additional 15,000 distributed within with the NFRN publication, The Fed.

The new site can be viewed at www.pressdistributioncharter.co.uk.

Future reporting will be updated to reflect changes to the complaints process.

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
Jan - Mar 21	0	6	1	0	1	0	3	0	0	0	11
Jan - Mar 20	0	3	4	1	0	2	1	0	3	1	15
Difference + / -	0	3	-3	-1	1	-2	2	0	-3	-1	-4

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
Jan - Mar 21											
Menzies	0	5	0	0	0	0	0	0	0	0	5
News UK/DTR	0	0	0	0	0	0	0	0	0	0	0
Smiths News	0	1	1	0	1	0	3	0	0	0	6
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	6	1	0	1	0	3	0	0	0	11
Jan - Mar 20											
Menzies	0	0	0	0	0	0	0	0	0	0	0
News UK/DTR	0	2	0	0	0	0	0	0	0	0	2
Smiths	0	1	4	1	0	2	1	0	3	1	13
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	3	4	1	0	2	1	0	3	1	15

3. Timeliness of Stage 2

January – March 2021

Wholesaler/Publisher	Number of Complaints	Not completed in 28 days	Average time for completion (days)
DTR London	0	0	0
Menzies Distribution	5	0	18.0
Smiths News	6	0	4.2

January – March 2020

Wholesaler/Publisher	Number of Complaints	Not completed in 28 days	Average time for completion (days)
DTR London	2	0	1.5
Menzies Distribution	0	0	0.0
Smiths News	13	1	5.1

Appendix 1

Breaches by branch January – March 2021

Wholesale Location	Standard										Total
	Terms & Conditions	Delivery Timeliness	Delivery Quality	Order & Supply Management	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	
Carlisle		1									1
Leicester							1				1
Milton Keynes							1				1
Newport			1								1
Newport		1									1
Peterborough					1						1
Sheffield		1									1
Stockton		1									1
Wakefield		1									1
Worcester							1				1
York		1									1
Total	0	6	1	0	1	0	3	0	0	0	11

Breaches by branch January – March 2020

Wholesale Location	Standard										Total
	Terms & Conditions	Delivery Timeliness	Delivery Quality	Order & Supply Management	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	
Birmingham				1							1
Bodmin			1								1
Bristol		1	1								2
DTR London		2									2
Exeter							1				1
Gloucester			1								1
Hemel									1		1
Lincoln									1		1
Milton Keynes			1			1			1		3
Shrewsbury										1	1
Worcester						1					1
Total	0	3	4	1	0	2	1	0	3	1	15