



# Press Distribution Charter

## Quarterly Report January to March 2022

### Executive summary

In the period January to March 2022, we saw a significant, yet expected year on year increase in Stage 1 complaints as 37 forms were processed with 44 breaches to PDC standards.

There were two complaints escalated to Stage 2.

	Q1 2021	Q1 2022
Number of completed Stage 1 forms	11	37
Number of Stage 1 Breaches	11	44
Number of complaints escalated to Stage 2	0	2

The Stage 1 complaints originated from 19 wholesale houses compared to 11 for the corresponding 2021 period. There were no complaints made against NMA or the PPA.

Although the average number of days to complete the Stage 1 complaints was within the 28-day deadline, 11 took longer than the preferred 14-day timescale.

Whilst the increases are significant, we are seeing a return to more typical levels given the lockdown restrictions faced during Q1 2021. This when combined with the impact of current supply chain challenges, notably driver shortages, are the likely causes of the increase.

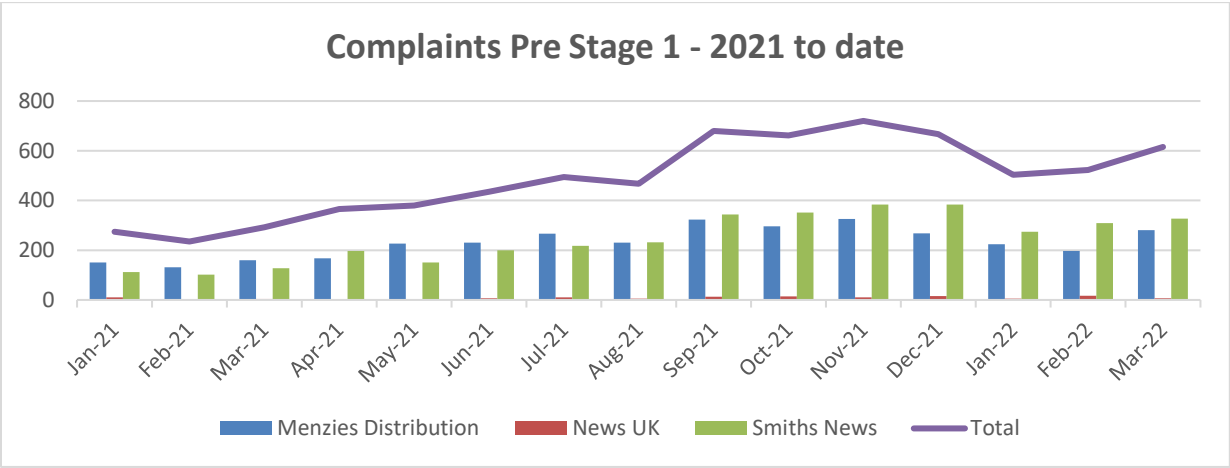
However, it should also be noted that MD Sheffield accounted for 13 of the 44 breaches to standards.

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

### Total pre-Stage 1 complaints received 2021- 2022.

Wholesaler	Complaints pre-Stage 1 2021 to date											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2021</b>												
Menzies Distribution	151	132	160	168	227	230	266	230	323	296	326	268
News UK	11	1	4	1	2	6	11	5	13	14	11	16
Smiths News	112	102	128	197	151	199	217	232	344	351	383	383
<b>Total</b>	274	235	292	366	380	435	494	467	680	661	720	667
<b>2022</b>												
Menzies Distribution	224	197	281									
News UK	5	17	7									
Smiths News	274	309	327									
<b>Total</b>	503	523	615									

The data, and chart below, shows a significant increase in pre-Stage 1 complaints over the first quarter of 2022. The causes for the increases will be similar as those for the formal complaints.



Given the current supply chain challenges the PDRP will commence monitoring publisher deliveries and the consequent impact on retail delivery on a quarterly basis.

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										Total
	Terms & Conditions	Delivery Timeliness	Delivery Quality	Order & Supply	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	
Jan - Mar 22	1	24	2	1	5	6	2	0	2	1	44
Jan - Mar 21	0	6	1	0	1	0	3	0	0	0	11
Difference + / -	1	18	1	1	4	6	-1	0	2	1	33

### 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	
Jan - Mar 22											
Menzies	0	16	0	0	5	2	2	0	1	0	26
News UK/DTR	0	3	0	1	0	0	0	0	0	0	4
Smiths News	1	5	2	0	0	4	0	0	1	1	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>1</b>	<b>24</b>	<b>2</b>	<b>1</b>	<b>5</b>	<b>6</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>44</b>
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	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
<b>Total</b>	<b>0</b>	<b>6</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>11</b>

### 3. Timeliness of Stage 2

Wholesaler/Publisher	Number of Complaints	Not completed in 28 days	Average time for completion (days)
DTR London	4	0	10.3
Menzies Distribution	26	0	9.0
Smiths News	14	0	12.0

#### 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

## Appendix 1

### Breaches by branch January – March 2022

Wholesale Location	Standard										
	Terms & Conditions	Delivery Timeliness	Delivery Quality	Order & Supply Management	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	Total
Birmingham			1			1					2
Bristol		1									1
DTR London		3		1							4
Hemel						1					1
Hornsey						1					1
Lancing										1	1
Linwood		1									1
Liverpool						1					1
Maidstone							2				2
Nottingham		1									1
Preston		1									1
SEL		2									2
Sheffield		9			2	1			1		13
Slough	1										1
Stockport		1	1						1		3
Stockton					2						2
Swindon		2									2
Wakefield		3			1						4
York						1					1
<b>Total</b>	<b>1</b>	<b>24</b>	<b>2</b>	<b>1</b>	<b>5</b>	<b>6</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>44</b>

## Appendix 1 (continued)

### 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
<b>Total</b>	<b>0</b>	<b>6</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>11</b>