

Press Distribution Charter



Quarterly Report January to March 2023

Executive summary

In the period January to March 2023, we saw a year-on-year decrease in Stage 1 complaints as 19 forms were processed with 25 breaches to PDC standards.

There were two complaints escalated to Stage 2.

	Q1 2022	Q1 2023
Number of completed Stage 1 forms	37	19
Number of Stage 1 Breaches	44	25
Number of complaints escalated to Stage 2	2	2

The Stage 1 complaints originated from 10 wholesale houses compared to 19 for the corresponding 2022 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, 8 took longer than the preferred 14-day timescale.

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

Total pre-Stage 1 complaints received Quarter One 2022 - 2023.

Wholesaler	2022				2023			
	Jan	Feb	Mar	YTD	Jan	Feb	Mar	YTD
Menzies Distribution	224	197	281	702	100	151	173	424
News UK	5	17	7	29	5	3	1	9
Smiths News	274	309	327	910	349	307	574	1230
Total	503	523	615	1641	454	461	748	1663

The data shows that overall pre-Stage 1 complaints for the first quarter of 2023 are comparable with 2022, however Smiths News have seen a significant increase which is currently under investigation by the wholesaler.

The next section of this report shows summary data for breaches by standard, association, and timeliness. Detailed information by wholesale branch is 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
Jan - Mar 23	0	14	7	2	1	1	0	0	0	0	25
Jan - Mar 22	1	24	2	1	5	6	2	0	2	1	44
Difference + / -	-1	-10	5	1	-4	-5	-2	0	-2	-1	-19

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
Jan - Mar 23											
Menzies	0	10	2	2	0	1	0	0	0	0	15
News UK/DTR	0	1	0	0	0	0	0	0	0	0	1
Smiths News	0	3	5	0	1	0	0	0	0	0	9
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	14	7	2	1	1	0	0	0	0	25
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	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
Total	1	24	2	1	5	6	2	0	2	1	44

3. Timeliness of Stage 2

January – March 2023

Wholesaler/Publisher	Number of Complaints	Not completed in 28 days	Average time for completion (days)
News UK/DTR	1	0	25.0
Menzies Distribution	15	0	14.2
Smiths News	9	0	8.6

January – March 2022

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

Appendix 1

Breaches by branch January – March 2023

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	2								3
DTR London		1									1
Hornsey					1						1
Newbridge		3	1								4
Newport		2	1								3
Preston		1									1
SEL		1		1							2
Sheffield		4	1								5
Stockport			2								2
Wakefield		1		1		1					3
Total	0	14	7	2	1	1	0	0	0	0	25

Appendix 1 (continued)

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
Total	1	24	2	1	5	6	2	0	2	1	44