

Press Distribution Charter



Quarterly Report July to September 2020

Executive summary

In the period July to September 2020 a total of 14 completed Stage 2 complaint forms were processed generating 15 breaches to PDC standards. Whilst this represents a significant reduction in complaints year on year, numbers have increased on the previous period (April-June 5 complaints) suggesting retailers are refocussing on service levels post lockdown.

Although 2 complaints progressed to Stage 3, only 1 was concluded within the period.

| | Q3 2019 | Q3 2020 |
|---|---------|---------|
| Number of completed Stage 2 forms | 25 | 14 |
| Number of Stage 2 Breaches | 25 | 15 |
| Number of complaints escalated to Stage 3 | 3 | 1 |

Complaints originated from 12 wholesale locations compared with 16 in the corresponding 2019 period. There were no concluded complaints made against the DTR or PPA.

In total 13 Stage 2 complaints were completed within the preferred 14-day timescale; all were completed within the 28-day time limit.

Wholesalers continue to provide statistics on all complaints received prior to any escalation to Stage 2.

Total complaints received pre-Stage 2020 to date

| Wholesaler | Retailers | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Mthly Ave |
|----------------|-----------|------|------|------|------|------|------|------|------|------|-----------|
| MD | 25,564 | 271 | 201 | 340 | 198 | 333 | 230 | 391 | 594 | 632 | 354 |
| | % | 1.1% | 0.8% | 1.3% | 0.8% | 1.3% | 0.9% | 1.5% | 2.3% | 2.5% | 1.4% |
| News UK | 5,200 | 34 | 41 | 23 | 11 | 18 | 28 | 21 | 12 | 8 | 22 |
| | % | 0.7% | 0.8% | 0.4% | 0.2% | 0.3% | 0.5% | 0.4% | 0.2% | 0.2% | 0.4% |
| SN | 25,385 | 726 | 742 | 999 | 563 | 678 | 795 | 724 | 502 | 151 | 653 |
| | % | 2.9% | 2.9% | 3.9% | 2.2% | 2.7% | 3.1% | 2.9% | 2.0% | 0.6% | 2.6% |
| Total | 56,149 | 1031 | 984 | 1362 | 772 | 1029 | 1053 | 1136 | 1108 | 791 | 1030 |
| | % | 1.8% | 1.8% | 2.4% | 1.4% | 1.8% | 1.9% | 2.0% | 2.0% | 1.4% | 1.8% |

For September SN reported complaints categorised as Stage 1, and not all complaints received, hence the totals and averages are duly impacted.

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 Management | Returns Management | Invoicing | Voucher Processing | Sub-retailing | Customer Service | Carriage Charges | Total |
| Jul - Sept 20 | 0 | 6 | 0 | 0 | 0 | 7 | 2 | 0 | 0 | 0 | 15 |
| Jul - Sept 19 | 1 | 17 | 0 | 2 | 0 | 2 | 2 | 0 | 1 | 0 | 25 |
| Difference + / - | -1 | -11 | 0 | -2 | 0 | 5 | 0 | 0 | -1 | 0 | -10 |

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 |
| Jul - Sept 20 | | | | | | | | | | | |
| 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 | 0 | 0 | 0 | 7 | 2 | 0 | 0 | 0 | 10 |
| 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 | 0 | 0 | 0 | 7 | 2 | 0 | 0 | 0 | 15 |
| Jul - Sept 19 | | | | | | | | | | | |
| Menzies | 1 | 9 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 11 |
| News UK/DTR | 0 | 5 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 6 |
| Smiths News | 0 | 2 | 0 | 1 | 0 | 1 | 2 | 0 | 1 | 0 | 7 |
| NMA | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| PPA | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 1 | 17 | 0 | 2 | 0 | 2 | 2 | 0 | 1 | 0 | 25 |

3. Timeliness of Stage 2

July – September 2020

| Wholesaler/Publisher | Number of Complaints | Not completed in 28 days | Average time for completion (days) |
|----------------------|----------------------|--------------------------|------------------------------------|
| Menzies | 5 | 0 | 7.8 |
| News UK DTR London | 0 | 0 | 0 |
| Smiths News | 10 | 0 | 5.3 |
| NMA | 0 | 0 | 0 |

July – September 2019

| Wholesaler/Publisher | Number of Complaints | Not completed in 28 days | Average time for completion (days) |
|----------------------|----------------------|--------------------------|------------------------------------|
| Menzies | 11 | 0 | 3 |
| News UK DTR London | 6 | 1 | 16.3 |
| Smiths News | 7 | 0 | 7.4 |
| NMA (Telegraph) | 1 | 0 | 6 |

Appendix 1

Breaches by location July – September 2020

| 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 |
| Bristol | | | | | | | 1 | | | | 1 |
| Gloucester | | | | | | 1 | | | | | 1 |
| Hammersmith | | | | | | 2 | | | | | 2 |
| Hemel | | | | | | 1 | | | | | 1 |
| Lancing | | 1 | | | | | | | | | 1 |
| Linwood | | 1 | | | | | | | | | 1 |
| Milton Keynes | | | | | | 1 | 1 | | | | 2 |
| SEL | | 1 | | | | | | | | | 1 |
| Stockton | | 1 | | | | | | | | | 1 |
| Taunton | | | | | | 1 | | | | | 1 |
| Wakefield | | 2 | | | | | | | | | 2 |
| Grand Total | 0 | 6 | 0 | 0 | 0 | 7 | 2 | 0 | 0 | 0 | 15 |

Appendix 1: Continued

Breaches by location July – September 2019

| 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 |
| Bournemouth | | 1 | | | | | | | | | 1 |
| DTR London | | 5 | | 1 | | | | | | | 6 |
| Grays | | 1 | | | | | | | | | 1 |
| Hemel Hempstead | | | | | | 1 | | | | | 1 |
| Newbridge | | 1 | | | | | | | | | 1 |
| Newcastle | | | | | | | | | 1 | | 1 |
| Redruth | | | | | | | 1 | | | | 1 |
| Redruth | | | | | | | 1 | | | | 1 |
| SEL | 1 | 1 | | | | | | | | | 2 |
| Sheffield | | | | | | 1 | | | | | 1 |
| Stockport | | 1 | | | | | | | | | 1 |
| Stockton | | 3 | | | | | | | | | 3 |
| Wakefield | | 1 | | | | | | | | | 1 |
| Worcester | | | | 1 | | | | | | | 1 |
| York | | 2 | | | | | | | | | 2 |
| Grand total | 1 | 17 | 0 | 2 | 0 | 2 | 2 | 0 | 1 | 0 | 25 |

