

# Press Distribution Charter



## Quarterly Report July to September 2022

### Executive summary

In the period July to September 2022 a total of 41 completed Stage 1 complaint forms were processed generating 60 breaches to PDC standards. Although two breaches were escalated to Stage 2, only one was completed as the retailer involved had refused to complete the relevant documentation.

	Q3 2021	Q3 2022
Number of completed Stage 2 forms	49	41
Number of Stage 2 Breaches	56	60*
Number of complaints escalated to Stage 3	2	2

\* Excludes one complaint still due to be completed at time of report

Complaints originated from 21 wholesale locations compared with 23 in the corresponding 2021 period. There were no complaints made against News UK or PPA.

Only 15 Stage 1 complaints were completed within the preferred 14-day timescale, 27 were completed outside of this timeframe, of which 14 were resolved outside of the 28-day time limit. Wholesalers, notably Menzies Distribution, are again to be reminded of the importance of adherence to the agreed Charter timescales.

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

### Total pre-Stage 1 complaints received July -September 2022

2022 Complaints pre Stage 1										
Wholesaler	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Menzies Distribution	224	197	281	260	204	199	272	209	183	2,029
News UK	5	17	7	4	8	9	7	4	11	72
Smiths News	274	309	327	289	331	312	367	558	492	3,259
<b>Total</b>	<b>503</b>	<b>523</b>	<b>615</b>	<b>553</b>	<b>543</b>	<b>520</b>	<b>646</b>	<b>771</b>	<b>686</b>	<b>5,360</b>
<b>Year on year change</b>	<b>83.6%</b>	<b>122.6%</b>	<b>110.6%</b>	<b>51.1%</b>	<b>42.9%</b>	<b>19.5%</b>	<b>30.8%</b>	<b>65.1%</b>	<b>0.9%</b>	<b>47.9%</b>

As the table shows the number of non-formal complaints remains significantly higher than 2021 driven again by ongoing supply chain challenges. The 2022 full year report will include a detailed year on year analysis of the non-formal complaints.

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
Jul - Sept 22	0	29	12	5	4	2	2	0	5	1	60
Jul - Sept 21	0	39	8	3	4	1	1	0	0	0	56
Difference + / -	0	-10	4	2	0	1	1	0	5	1	4

### 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
<b>Jul - Sept 22</b>											
Menzies	0	25	6	4	2	1	2	0	5	1	46
News UK/DTR	0	3	0	1	0	0	0	0	0	0	4
Smiths News	0	1	6	0	2	1	0	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
<b>Total</b>	<b>0</b>	<b>29</b>	<b>12</b>	<b>5</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>5</b>	<b>1</b>	<b>60</b>
<b>Jul - Sept 21</b>											
Menzies	0	35	4	3	3	1	1	0	0	0	47
News UK/DTR	0	0	0	0	0	0	0	0	0	0	0
Smiths News	0	4	4	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
<b>Total</b>	<b>0</b>	<b>39</b>	<b>8</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>56</b>

### 3. Timeliness of Stage 2

July – September 2022

Wholesaler/Publisher	Number of Complaints	Not completed in 28 days	Average time for completion (days)
Menzies	44	14	32.6
News UK DTR London	4	0	3.5
Smiths News	10	0	9.2

July – September 2021

Wholesaler/Publisher	Number of Complaints	Not completed in 28 days	Average time for completion (days)
Menzies	47	10	21.4
News UK DTR London	0	0	n/a
Smiths News	9	0	6.3

## Appendix 1

### Breaches by location July – September 2022

Wholesale Location	Standard										Total
	Terms & Conditions	Delivery Timeliness	Delivery Quality	Order & Supply Management	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	
Berwick		1									1
Birmingham			1								1
Chester		1		1	1					1	4
DTR London		3		1							4
Eastbourne		2									2
Gloucester			1								1
Grays		4									4
Hornsey			1		1						2
Kendal		1	1			1	1		1		5
Linwood		3	1						1		5
Maidstone		1									1
Newbridge		1									1
Preston		3							1		4
Reading						1					1
SEL		1									1
Sheffield		1	1	1	1						4
Southampton			1								1
Stockport			2		1						3
Stockton		2	2	1					1		6
Wakefield		4	1	1			1		1		8
Yeovil		1									1
<b>Total</b>	<b>0</b>	<b>29</b>	<b>12</b>	<b>5</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>5</b>	<b>1</b>	<b>60</b>

## Appendix 1: Continued

### Breaches by location July – September 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	
Aberdeen		1									1
Ashford		1									1
Aylesford			1								1
Barnstable		1									1
Berwick		1									1
Birmingham			1								1
Bow		1			1	1					3
Dundee		2									2
Eastbourne		1									1
Grays		3									3
Hull		2	1	1							4
Ipswich		1									1
Lancing		1									1
Linwood		5									5
Maidstone		2									2
Milton Keynes			1								1
Peterborough					1						1
Preston		6		1			1				8
Sheffield		7		1							8
Stockport		2	2								4
Stockton		1	1		1						3
Wakefield					1						1
York		1	1								2
<b>Total</b>	<b>0</b>	<b>39</b>	<b>8</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>56</b>