

Press Distribution Charter



Quarterly Report July to September 2023

Executive summary

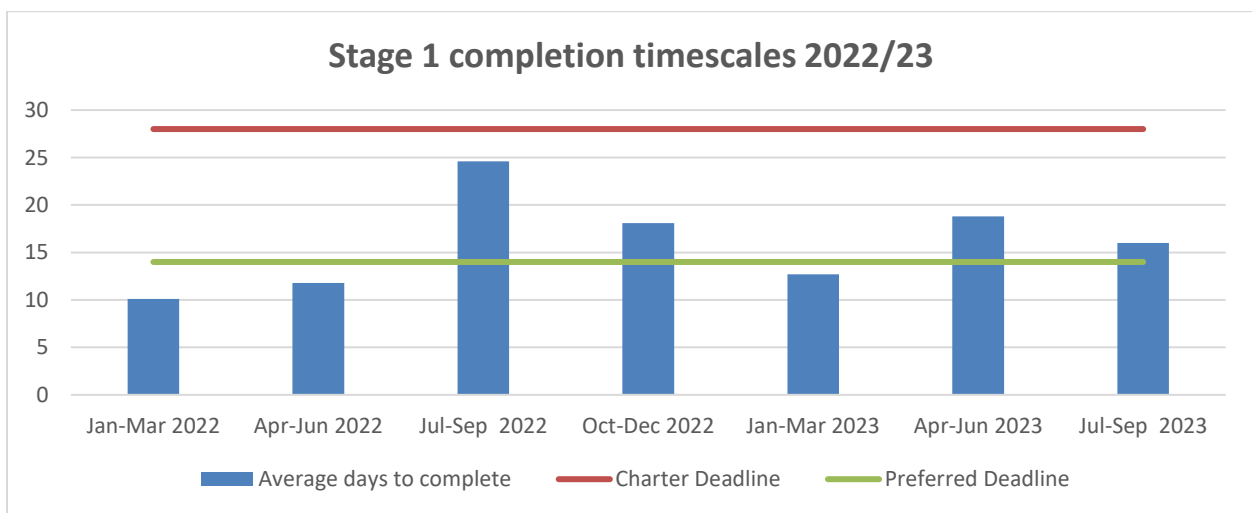
In the period July to September 2023 a total of 21 completed Stage 1 complaint forms were processed generating 26 breaches to PDC standards with two breaches escalated to Stage 2.

	Q3 2022	Q3 2023
Number of completed Stage 2 forms	41	21
Number of Stage 2 Breaches	60	26
Number of complaints escalated to Stage 3	2	2

Complaints originated from nine wholesale locations compared with 41 in the corresponding 2022 period. There were no complaints made against NMA or PPA.

A total 13 Stage 1 complaints were processed within the preferred 14-day timescale, and three were resolved outside of the 28-day time limit.

The time taken to resolve Stage 1 complaints remains a focus for the PDRP, and an analysis of complaints by Quarter since 2022 (below) shows that the average time to conclude a complaint is well within 28-day deadline. Whilst this is encouraging, efforts continue to be made to ensure complaints are resolved within the preferred 14-day deadline.



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

Total pre-Stage 1 complaints received Jan – Sept 2023 Vs 2022

2022 Complaints Pre-Stage 1										
Wholesaler	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Total
Menzies Distribution	224	197	281	260	204	199	272	209	183	1,846
News UK	5	17	7	4	8	9	7	4	11	61
Smiths News	274	309	327	289	331	312	367	558	492	2,767
Total	503	523	615	553	543	520	646	771	686	4,674

2023 Complaints Pre-Stage 1										
Wholesaler	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Total
Menzies Distribution	100	151	173	178	273	284	270	325	395	2,149
News UK	5	3	1	2	7	3	1	1	1	24
Smiths News	349	307	574	462	414	504	529	632	536	4,307
Total	454	461	748	642	694	791	800	958	932	6,480

YOY	-10%	-12%	22%	16%	28%	52%	24%	24%	36%	39%
------------	------	------	-----	-----	-----	-----	-----	-----	-----	-----

As the table shows the number of non-formal complaints remains significantly higher than 2022.

Whilst the level of formal Stage 1 complaints has decreased year on year, understanding the reasons behind the increasing level of informal complaints remains a key focus for the PDRP. The main wholesalers are currently reviewing internal processes to identify root causes and potential mitigations. The 2023 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	O & S Management	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	Total
Jul - Sept 23	1	14	4	3	3	0	1	0	0	0	26
Jul - Sept 22	0	29	12	5	4	2	2	0	5	1	60
Difference + / -	1	-15	-8	-2	-1	-2	-1	0	-5	-1	-34

2. In period breaches by Association.

Association	Standard										
	Terms & Conditions	Delivery Timeliness	Delivery Quality	O & S Management	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	Total
Jul - Sept 23											
Menzies	0	8	3	1	0	0	1	0	0	0	13
News UK/DTR	1	3	0	2	0	0	0	0	0	0	6
Smiths News	0	3	1	0	3	0	0	0	0	0	7
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	14	4	3	3	0	1	0	0	0	26
Jul - Sept 22											
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
Total	0	29	12	5	4	2	2	0	5	1	60

3. Timeliness of Stage 1

July – September 2023

Wholesaler/Publisher	Number of Complaints	Not completed in 28 days	Average time for completion (days)
Menzies	13	3	22.2
News UK DTR London	6	0	3.4
Smiths News	7	0	17.7

July – September 2022

Wholesaler/Publisher	Number of Complaints	Not completed in 28 days	Average time for completion (days)
Menzies	46	14	32.6
News UK DTR London	4	0	3.5
Smiths News	10	0	9.2

Appendix 1

Breaches by location July – September 2023

Wholesale Location	Standard										
	Terms & Conditions	Delivery Timeliness	Delivery Quality	O & S Management	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	Total
Birmingham			1		1						2
Chester		3	1								4
DTR London	1	3		2							6
Linwood		2									2
Newport		3			2						5
Sheffield				1							1
Stockton		1	1								2
Wakefield		1									1
York		1	1				1				3
Total	1	14	4	3	3	0	1	0	0	0	26

Appendix 1: Continued

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
Total	0	29	12	5	4	2	2	0	5	1	60