

Press Distribution Charter



Quarterly Report October to December 2019

Executive summary

In the period October to December 2019 a total of 51 completed Stage 2 complaint forms were submitted with 60 breaches to PDC standards. The number of complaints escalated to Stage 3 was three.

	Q4 2018	Q4 2019
Number of completed Stage 2 forms	44	51
Number of Stage 2 Breaches	44	60
Number of complaints escalated to Stage 3	5	3

There were two complaints against News UK which although completed did not specify the category of complaint. These have not been included in the reporting.

The Stage 2 complaints originated from 24 wholesale houses compared with 20 in the corresponding 2018 period. There were no complaints made against the PPA.

Whilst most Stage 2 complaints were completed within the preferred 14-day timescale a total of 7 took longer than 14 days. Of the three Stage 3 complaints, one was not adjudicated within the 14-day period.

Total complaints received pre-Stage 2 (Stage 1) in period

Wholesaler*	Customers	Oct	Nov	Dec	Monthly Average
MD	25,564	415	383	353	384
	%	1.6%	1.5%	1.4%	1.5%
SN	26,817	637	635	677	650
	%	2.4%	2.4%	2.5%	2.4%
Total	52,381	1,052	1,018	1,030	1033
	%	2.0%	1.9%	2.0%	2.0%

*Data from News UK will be included from January 2020

Current categorisation of these complaints within the different wholesaler systems is not aligned and the PDRP is keen to provide a consistent approach. Further details on Stage 1 complaints will be included in the 2019 annual report.

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
Oct - Dec 19	0	26	13	4	1	11	2	0	3	0	60
Oct - Dec 18	0	14	15	2	1	1	6	0	5	0	44
Difference + / -	0	12	-2	2	0	10	-4	0	-2	0	16

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
Oct - Dec 19											
Menzies	0	5	0	1	1	0	0	0	0	0	7
News UK/DTR	0	2	2	1	0	1	0	0	0	0	6
Smiths News	0	13	11	2	0	10	2	0	3	0	41
NMA (Reach)	0	6	0	0	0	0	0	0	0	0	6
PPA	0	0	0	0	0	0	0	0	0	0	0
Total	0	26	13	4	1	11	2	0	3	0	60
Oct - Dec 18											
Menzies	0	4	1	0	0	1	0	0	0	0	6
News UK/DTR	0	2	3	0	0	0	0	0	0	0	5
Smiths News	0	6	11	2	1	0	6	0	5	0	31
NMA	0	2	0	0	0	0	0	0	0	0	2
PPA	0	0	0	0	0	0	0	0	0	0	0
Total	0	14	15	2	1	1	6	0	5	0	44

3. Timeliness of Stage 2

Oct – Dec 2019

Wholesaler/Publisher	Number of Complaints	Not completed in 28 days	Average time for completion (days)
Menzies	7	0	14
News UK DTR London	6	0	7
Smiths News	41	0	5.9
NMA (Reach)	6	0	5

Oct – Dec 2018

Wholesaler/Publisher	Number of Complaints	Not completed in 28 days	Average time for completion (days)
NMA	2	0	12
News UK DTR London	5	0	2.8
Menzies Distribution	6	0	11.7
Smiths News	31	0	7.6

Appendix 1

Breaches by branch October – December 2019

Wholesale Location	Standard										Total
	Terms & Conditions	Delivery Timeliness	Delivery Quality	Order & Supply Management	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	
Croydon	0	1	1	0	0	0	0	0	0	0	2
Birmingham	0	0	1	0	0	0	0	0	1	0	2
Bournemouth	0	0	0	0	0	1	0	0	0	0	1
Bristol	0	0	0	1	0	0	0	0	0	0	1
Crawley	0	6	0	0	0	0	0	0	0	0	6
DTR London	0	2	2	1	0	1	0	0	0	0	6
Gloucester	0	1	2	0	0	1	0	0	0	0	4
Hemel Hempstead	0	2	1	0	0	0	0	0	0	0	3
Hornsey	0	1	0	0	0	0	0	0	0	0	1
Hull	0	0	0	1	0	0	0	0	0	0	1
Linwood	0	1	0	0	0	0	0	0	0	0	1
Milton Keynes	0	0	0	0	0	3	0	0	1	0	4
Newport	0	0	2	0	0	0	0	0	1	0	3
Oxford	0	0	0	1	0	0	0	0	0	0	1
Peterborough	0	1	1	0	0	0	0	0	0	0	2
Reading	0	1	0	0	0	1	0	0	0	0	2
SEL	0	1	0	0	0	0	0	0	0	0	1
Slough	0	1	0	0	0	0	0	0	0	0	1
Southampton	0	0	1	0	0	1	1	0	0	0	3
Stevenage	0	1	0	0	0	1	0	0	0	0	2
Stockport	0	4	2	0	0	2	0	0	0	0	8
Stockton	0	2	0	0	0	0	0	0	0	0	2
Wakefield	0	1	0	0	1	0	0	0	0	0	2
Wednesbury	0	0	0	0	0	0	1	0	0	0	1
Total	0	26	13	4	1	11	2	0	3	0	60

Appendix 1 cont.

Breaches by branch October – December 2018

Wholesale Location	Standard										Total
	Terms & Conditions	Delivery Timeliness	Delivery Quality	Order & Supply	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	
Aberdeen	0	2	0	0	0	0	0	0	0	0	2
Birmingham	0	0	3	0	0	0	0	0	2	0	5
DTR London	0	1	3	0	0	0	0	0	0	0	4
Hemel Hempstead	0	1	0	1	0	0	0	0	1	0	3
Lancing	0	3	0	0	1	0	0	0	0	0	4
Milton Keynes	0	0	0	0	0	0	0	0	1	0	1
Newbridge	0	1	0	0	0	0	0	0	0	0	1
Newport	0	0	1	0	0	0	0	0	0	0	1
Nottingham	0	1	1	0	0	0	0	0	0	0	2
Reading	0	1	0	0	0	0	0	0	0	0	1
SEL	0	0	0	0	0	1	0	0	0	0	1
Sheffield	0	1	0	0	0	0	0	0	0	0	1
Slough	0	0	1	0	0	0	0	0	0	0	1
Southampton	0	0	0	0	0	0	0	0	1	0	1
Stevenage	0	2	3	0	0	0	0	0	0	0	5
Swansea	0	0	1	0	0	0	0	0	0	0	1
Warrington	0	1	0	0	0	0	0	0	0	0	1
Wednesbury	0	0	0	1	0	0	6	0	0	0	7
Worcester	0	0	1	0	0	0	0	0	0	0	1
Yeovil	0	0	1	0	0	0	0	0	0	0	1
Grand Total	0	14	15	2	1	1	6	0	5	0	44