

# Press Distribution Charter



## Quarterly Report October to December 2021

### Executive summary

In the period October to December 2021 a total of 35 completed Stage 1 complaint forms were submitted with 40 breaches to PDC standards. One complaint was escalated to Stage 2.

	Q4 2020	Q4 2021
Number of completed Stage 1 forms	21	35
Number of Stage 1 Breaches	22	40
Number of complaints escalated to Stage 2	0	1

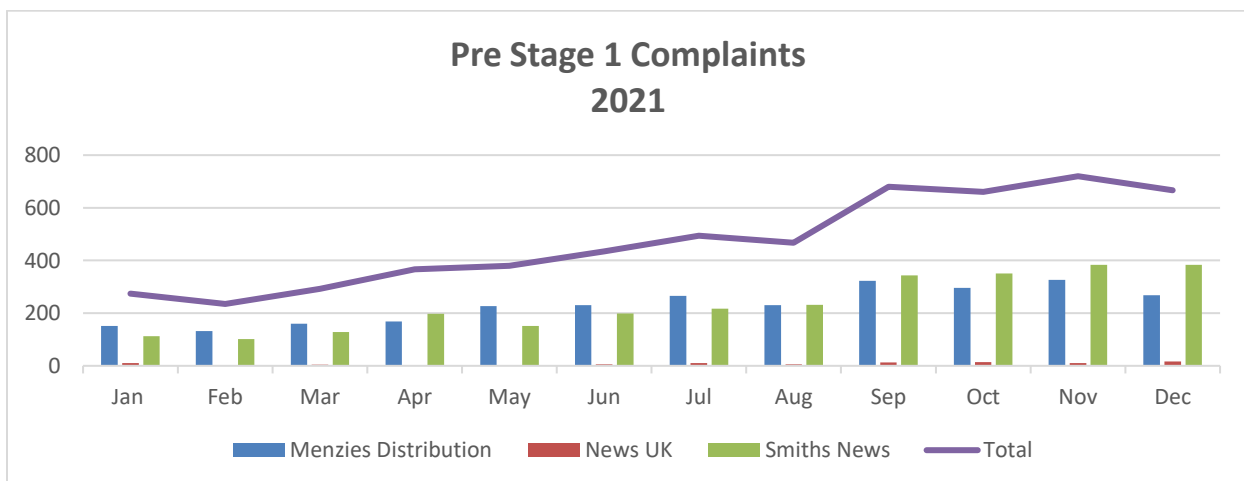
The Stage 2 complaints originated from 20 wholesale houses compared with 16 in the corresponding 2020 period. There were no complaints made against the PPA.

Whilst most Stage 1 complaints were completed within the preferred 14-day timescale, significantly a total of 16 took longer than the preferred 14-day timescale. Wholesalers have been reminded of the importance of adhering to the agreed guidelines

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

### Total pre-Stage 1 complaints received 2021.

Wholesaler	Retailers	Complaints pre Stage 1												Total	% Total
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
<b>Menzies Distribution</b>	24,861	151	132	160	168	227	230	266	230	323	296	326	268	2,777	0.11
<b>News UK</b>	5,200	11	1	4	1	2	6	11	5	13	14	11	16	95	0.02
<b>Smiths News</b>	23,978	112	102	128	197	151	199	217	232	344	351	383	383	2,799	0.12
<b>Total</b>	54,039	274	235	292	366	380	435	494	467	680	661	720	667	5,671	0.10

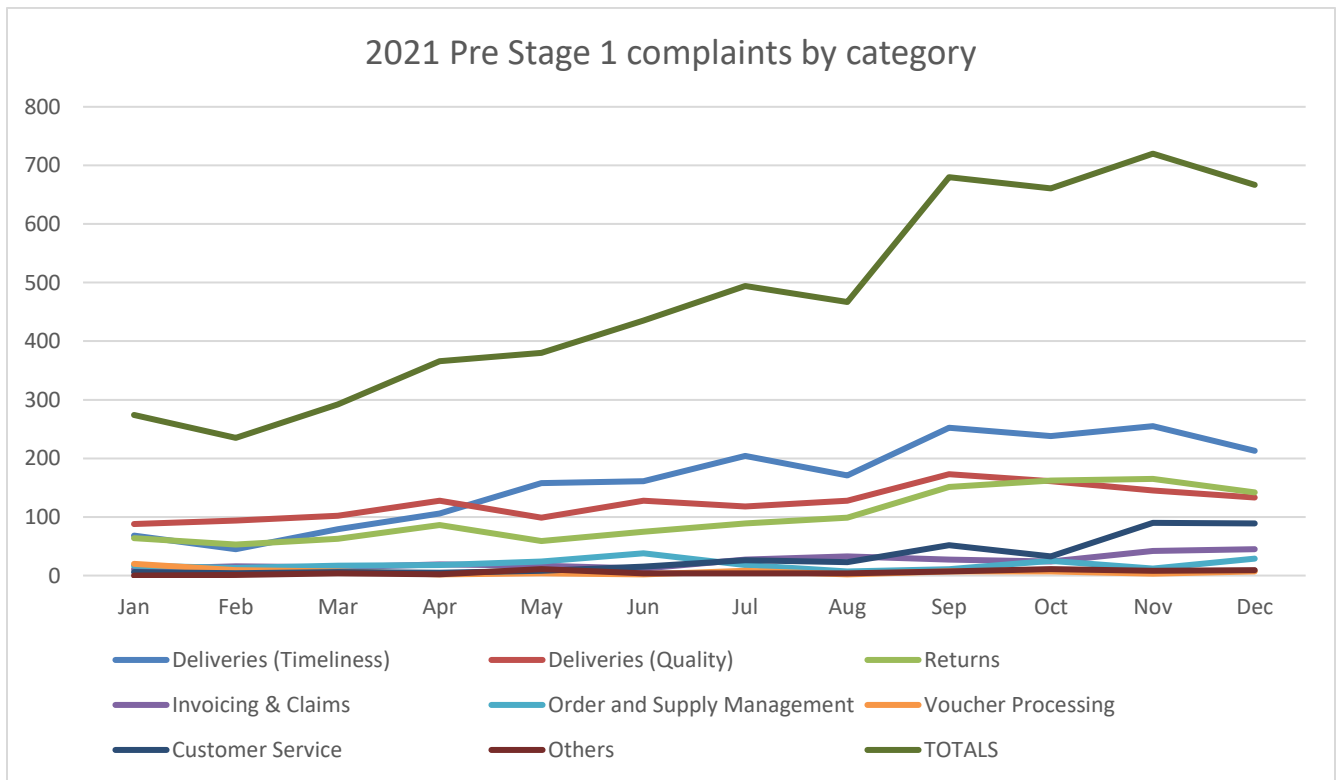


The chart (and data) shows a steady increase in pre-Stage 1 complaints over the course of 2021, with a more significant rise during September.

The PDRP is now able to regularly report the breakdown in pre-Stage 1 complaints into generic categories, which are summarised below.

**Consolidated Pre-Stage 1 complaints 2021**

Generic category	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	FY	% YTD
Deliveries (Timeliness)	68	45	79	106	158	161	204	171	252	238	255	213	1950	34%
Deliveries (Quality)	88	94	102	128	99	128	118	128	173	161	145	133	1497	26%
Returns	64	53	63	86	59	75	89	99	151	162	165	142	1208	21%
Invoicing & Claims	11	16	14	19	17	12	27	33	27	24	42	45	287	5%
Order and Supply Management	17	13	17	18	24	38	18	7	11	25	12	29	229	4%
Voucher Processing	20	9	7	2	4	2	8	2	7	7	3	7	78	1%
Customer Service	6	4	6	5	8	15	26	23	52	33	90	89	357	6%
Others	0	1	4	2	11	4	4	4	7	11	8	9	65	1%
<b>TOTALS</b>	<b>274</b>	<b>235</b>	<b>292</b>	<b>366</b>	<b>380</b>	<b>435</b>	<b>494</b>	<b>467</b>	<b>680</b>	<b>661</b>	<b>720</b>	<b>667</b>	<b>5671</b>	<b>100%</b>



The dominant categories are delivery related, which have accounted for approximately 60% of service issues during 2021 and current supply chain challenges are expected to continue for some time yet.

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										Total
	Terms & Conditions	Delivery Timeliness	Delivery Quality	Order & Supply	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	
Oct - Dec 21	0	29	4	5	1	0	1	0	0	0	40
Oct - Dec 20	0	13	2	0	0	2	2	0	3	0	22
Difference + / -	0	16	2	5	1	-2	-1	0	-3	0	18

### 2. In period breaches by Association.

Association	Standard										Total
	Terms & Conditions	Delivery Timeliness	Delivery Quality	Order & Supply	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	
<b>Oct - Dec 21</b>											
Menzies	0	18	1	3	0	0	0	0	0	0	22
News UK/DTR	0	6	0	1	0	0	1	0	0	0	8
Smiths News	0	5	3	1	1	0	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>4</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>40</b>
<b>Oct - Dec 20</b>											
Menzies	0	9	0	0	0	0	0	0	0	0	9
News UK/DTR	0	2	0	0	0	0	0	0	0	0	2
Smiths News	0	2	2	0	0	2	2	0	3	0	11
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>13</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>22</b>

### 3. Timeliness of Stage 2

Oct – Dec 2021

Wholesaler/Publisher	Number of Complaints	Not completed in 28 days	Average time for completion (days)
Menzies	22	10	31.6
News UK DTR London	8	1	8.5
Smiths News	10	5	21.9

Oct – Dec 2020

Wholesaler/Publisher	Number of Complaints	Not completed in 28 days	Average time for completion (days)
Menzies	9	0	19.8
News UK DTR London	2	0	5.5
Smiths News	11	0	3.6

## Appendix 1

### Breaches by branch October – December 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	
Birmingham			1								1
Croydon		1									1
DTR London		6		1			1				8
Eastbourne		1									1
Grays		1									1
Hemel			1								1
Hull		1		1							2
Inverness		1		1							2
Ipswich		1									1
Linwood		3	1								4
Maidstone		1									1
Newport		1	1		1						3
Preston		1									1
SEL		2									2
Sheffield		2		1							3
Stevenage		1									1
Stockport		2									2
Swindon				1							1
Wakefield		3									3
York		1									1
<b>Total</b>	<b>0</b>	<b>29</b>	<b>4</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>40</b>

## Appendix 1 cont.

### Breaches by branch October – December 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
Bodmin							1				1
Bow		1									1
DTR London		2									2
Dundee		1									1
Hemel									1		1
Hornsey									1		1
Lancing		1									1
Leicester						1			1		2
Linwood		2									2
Preston		1									1
Sheffield		1									1
Slough			1				1				2
Southampton		1									1
Stockton		1									1
Taunton			1			1					2
Wakefield		2									2
<b>Grand Total</b>	<b>0</b>	<b>13</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>22</b>