

Press Distribution Charter



Quarterly Report October to December 2022

Executive summary

In the period October to December 2022 a total of 79 completed Stage 1 complaint forms were submitted with 86 breaches to PDC standards, representing a significant year on year increase. No complaints were escalated to Stage 2.

	Q4 2021	Q4 2022
Number of completed Stage 1 forms	35	79
Number of Stage 1 Breaches	40	86
Number of complaints escalated to Stage 2	1	0

These statistics ignore five complaints that originated during the period, however at the time of preparing this report remained unsolved.

The Stage 1 complaints originated from 28 wholesale houses compared with 20 in the corresponding 2021 period. There were no complaints made against the NMA or PPA.

Whilst most Stage 1 complaints were completed within the preferred 14-day timescale, significantly a total of 30 took longer than the preferred 14-day timescale. In this quarter wholesaler adherence to agreed guidelines has been disappointing and Wholesalers have again been reminded of the importance of adhering to the agreed guidelines.

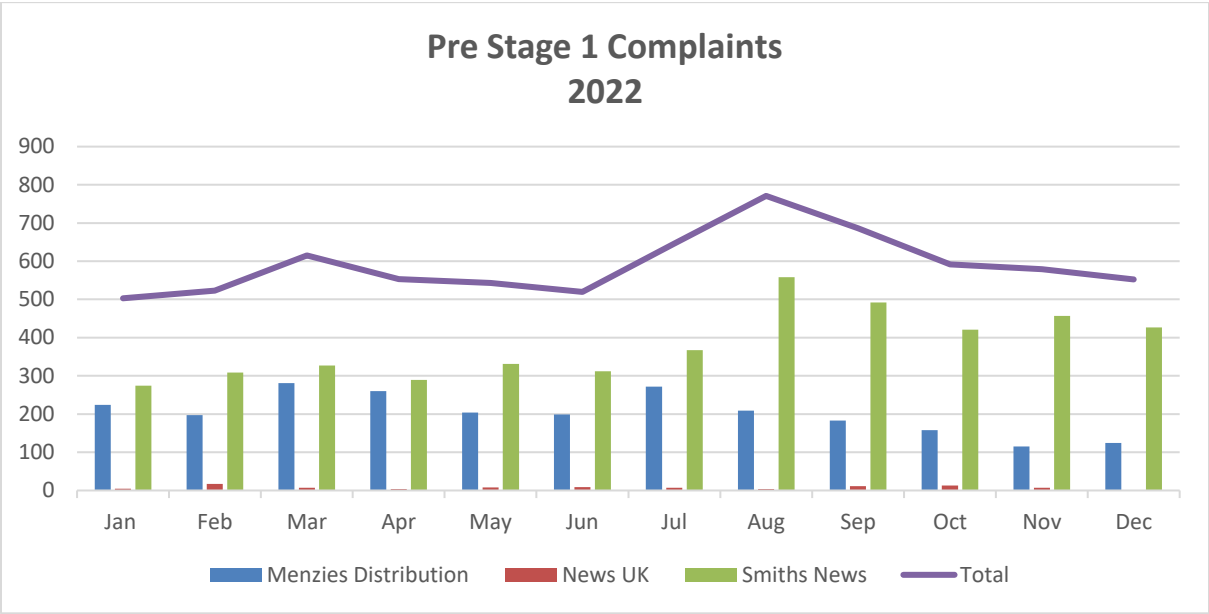
Having said that there were some instances where a lack of information provided by the retailer through the online process resulted in an exceptionally long timescale to complete the complaints process. *See Summary Data 3 Timeliness of Stage 1.*

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

Total pre-Stage 1 complaints received 2022.

		2022 Complaints pre Stage 1													
Wholesaler	Retailers	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	% Total
Menzies Distribution		224	197	281	260	204	199	272	209	183	158	115	124	2,426	
News UK		5	17	7	4	8	9	7	4	11	13	7	1	93	
Smiths News		274	309	327	289	331	312	367	558	492	421	457	427	4,560	
Total	46,143	503	523	615	553	543	520	646	771	686	592	579	552	7,079	0.15

In this and future reports the number of retailers has been blended into a single total. This is because NUK retailers are not stand alone and have been consolidated so as not to distort the overall totals.



The 2022 full year PDRP report will contain a detailed analysis of pre-Stage 1 complaints with a breakdown of consolidated complaint types and wholesaler mitigations.

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 22	0	60	13	2	5	4	0	0	2	0	86
Oct - Dec 21	0	29	4	5	1	0	1	0	0	0	40
Difference + / -	0	31	9	-3	4	4	-1	0	2	0	46

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	
Oct - Dec 22											
Menzies	0	52	7	1	1	2	0	0	0	0	63
News UK/DTR	0	3	0	0	0	0	0	0	0	0	3
Smiths News	0	5	6	1	4	2	0	0	2	0	20
NMA (Reach)	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	60	13	2	5	4	0	0	2	0	86
Oct - Dec 21											
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 (Reach)	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	4	5	1	0	1	0	0	0	40

3. Timeliness of Stage 1

Oct – Dec 2022

Wholesaler/Publisher	Number of Complaints	Not completed in 28 days	Average time for completion (days)
Menzies	63	6	15.39
News UK DTR London	3	3	106*
Smiths News	20	1	10.59

**Impacted by online process issues resolved in January 2023. Previous quarter average was 3.5 days.*

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

Appendix 1

Breaches by branch October – December 2022

Wholesale Location	Standard										
	Terms & Conditions	Delivery Timeliness	Delivery Quality	Order & Supply	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	Total
Ashford		1									1
Birmingham			1		1	1					3
Chester		2									2
DTR London		3									3
Dundee		1									1
Eastbourne		3									3
Grays		7									7
Hornsey									1		1
Hull		2									2
Ipswich		2									2
Leicester									1		1
Linwood		3									3
Maidstone			1								1
Maidstone		2									2
Newbridge		3	1			1					5
Newmarket					1						1
Newport		1	1								2
Nottingham					1						1
Portsmouth		4									4
Preston		1	1								2
Ryde		1	1								2
SEL		7				1					8
Southampton			2		1						3
Stevenage		4	2								6
Stockton		2	3								5
Stoke				1							1
Wakefield		11		1	1						13
Yeovil						1					1
Total	0	60	13	2	5	4	0	0	2	0	86

Appendix 1 cont.

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
Total	0	29	4	5	1	0	1	0	0	0	40