

Press Distribution Charter

Quarterly Report October to December 2017

Executive summary

In the 4th quarter of 2017 a total of 65 completed Stage 2 complaint forms were submitted generating 66 breaches of PDC standards. Whilst there has been an increase in the number of Stage 2 forms received there is a slight decrease in the level of breaches at Stage 2 compared to the same period in 2016. However there has been an increase in complaints escalated to Stage 3.

	Q4 2016	Q4 2017
Number of completed Stage 2 forms	43	65
Number of Stage 2 Breaches	72	66
Number of complaints escalated to Stage 3	2	6

The complaints originated from 19 wholesale houses and News UK DTR. There were no complaints made against the NMA or PPA.

The majority of Stage 2 complaints were completed within the preferred 14-day timescale; however, 6 complaints were completed after the 28-day time limit.

During the period due unfortunately there were some delays with the adjudication of Stage 3 complaints. The situation has been addressed and we anticipate all Stage 3's to be adjudicated within a 14-day period going forward.

This report will no longer update on the calls made to the PDF helpline as it is not strictly part of the complaints process. This data will be captured and reported into the PDC directly.

The next section of this report shows summary data for breaches by standard and association and timeliness. Detailed information by wholesale branch is included in the Appendix 1.

Summary Data

1. In period breaches by Standard

Totals	Standard										Total
	Terms & Conditions	Delivery Timeliness	Delivery Quality	Order & Supply Management	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	
Oct - Dec 17	0	23	20	3	4	1	5	0	5	5	66
Oct - Dec 16	0	22	10	8	4	6	3	0	19	0	72
Difference + / -	0	1	10	-5	0	-5	2	0	-14	5	-6

2. In period breaches by Association.

Association	Standard										Total
	Terms & Conditions	Delivery Timeliness	Delivery Quality	Order & Supply Management	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	
Oct - Dec 17											
Menzies	0	1	0	1	0	0	0	0	0	0	2
News UK/DTR	0	0	1	0	1	0	0	0	0	0	2
Smiths News	0	22	19	2	3	1	5	0	5	5	62
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	23	20	3	4	1	5	0	5	5	66
Oct - Dec 16											
Menzies	0	1	0	0	0	0	0	0	0	0	1
News UK/DTR	0	7	1	0	2	0	1	0	0	0	11
Smiths	0	14	9	8	2	6	2	0	19	0	60
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	22	10	8	4	6	3	0	19	0	72

3. Timeliness of Stage 2

Oct – Dec 2017

Wholesaler/Publisher	Number of Complaints	Not completed in 28 days	Average Time for Completion
London DTR	2	2	30.0
Menzies Distribution	2	0	12.5
Smiths News	62	4	8.23

Oct – Dec 2016

Wholesaler/Publisher	Number of Complaints	Not completed in 28 days	Average Time for Completion
DTR London	8	5	28.86
Menzies Distribution	1	0	24.00
Smiths News	34	0	6.5

Due to unforeseen circumstances there were some delays adjudicating Stage 3 complaints beyond the 14-day limit.

Appendix 1

Breaches by branch Oct – Dec 2017

Wholesale Location	T&C	D/T	Del Q	OSM	RM	INV	VP	Sub Ret	C/S	CC
Birmingham	0	1	4	0	0	0	0	0	0	0
Gloucester	0	1	0	0	0	0	0	0	0	0
Hammersmith	0	0	0	1	1	0	0	0	1	1
Hemel Hempstead	0	2	1	1	1	0	2	0	0	0
Hornsey	0	1	0	0	0	0	0	0	0	0
Inverness	0	1	0	0	0	0	0	0	0	0
Lancing	0	1	1	0	0	0	0	0	0	0
Leicester	0	1	0	0	0	0	0	0	0	0
Liverpool	0	1	0	0	0	0	0	0	0	0
Milton Keynes	0	0	1	0	0	0	0	0	1	0
News UK London DTR	0	0	1	0	1	0	0	0	0	0
Reading	0	0	1	0	0	0	0	0	1	1
Slough	0	2	3	0	1	0	0	0	1	2
Stevenage	0	2	0	0	0	0	0	0	0	0
Stockport	0	8	6	0	0	1	0	0	0	1
Wakefield	0	0	0	1	0	0	0	0	0	0
Warrington	0	0	0	0	0	0	0	0	1	0
Wednesbury	0	2	1	0	0	0	3	0	0	0
Yeovil	0	0	1	0	0	0	0	0	0	0
Totals	0	23	20	3	4	1	5	0	5	5

Appendix 1 cont.

Breaches by branch Oct – Dec 2016

Wholesale Location	T&C	D/T	Del Q	OSM	RM	INV	VP	Sub Ret	C/S	CC
Crawley	0	1	0	0	0	0	0	0	0	0
Croydon	0	1	1	0	0	0	0	0	0	0
Gloucester	0	0	0	0	1	0	1	0	1	0
Hammersmith	0	0	0	1	0	0	0	0	2	0
Hornsey	0	0	1	1	0	1	0	0	1	0
Maidstone	0	1	0	0	0	0	0	0	0	0
Milton Keynes	0	2	0	0	0	0	0	0	0	0
Newport	0	1	0	0	0	0	0	0	1	0
News UK DTR London	0	7	1	0	2	0	1	0	0	0
Northampton	0	0	1	0	0	0	0	0	0	0
Nottingham	0	0	0	1	0	0	0	0	1	0
Oxford	0	2	0	1	0	1	0	0	0	0
Plymouth	0	0	0	0	0	0	0	0	2	0
Reading	0	1	0	0	0	1	1	0	3	0
Slough	0	0	0	2	1	0	0	0	2	0
Stevenage	0	0	0	1	0	0	0	0	0	0
Stockport	0	5	4	0	0	2	0	0	4	0
Wednesbury	0	0	1	1	0	0	0	0	1	0
Yeovil	0	1	1	0	0	1	0	0	1	0
Totals	0	22	10	8	4	6	3	0	19	0