

**Minutes of the Press Distribution Review Panel Held on Wednesday 29th November 2023.
Via conference call**

Present:	Steve Cripwell	Chair
	Ayk Tahir	NMA
	Fiona Campbell	Menzies Distribution
	Kaleigh Phillips-Marshall	Smiths News
	Brian Murphy	Retail Representative

Item	
1.0	Apologies for absence
	Gillian Scott (Menzies Distribution), Anya Ahmad (Smiths News), Trevor Hudson (PPA) , Graham Read (Retail Representative), Paresh Vyas Retail Representative)
2.0	Minutes of previous meeting 27th September and matters arising
	The previous minutes were agreed.
3.0	Update on actions from previous minutes
3.1 (3.2)	SC reported that links to wholesaler operational guidelines had now been added to the PDC website under "Putting Things Right."
4.0	Pre-Stage One update
	Only MD had provided data to end of October, so no discussion held. SN and MD to continue to supply month end data for inclusion in next quarterly reports. NUK ceased DTR operations 12/11 so ongoing pre-Stage One complaints will be absorbed by MD/SN. Further analysis in Q4 and full year reports. Actions: MD and SN to continue to monitor/report on causes and actions taken. SC to aim to include detailed breakdown in quarterly report.
5.0	Retailer survey
	<ul style="list-style-type: none"> Agreed points of action were reviewed and discussed. Good progress, however more work to be done on causes of delay in processing complaints. An updated plan is attached to the minutes. The plan should not be circulated outside of the PDRP or PDF board. Action: Plan will be reviewed again in New Year. All to follow up on agree points where relevant.
6.0	Update on lateness and reporting of
6.1	<ul style="list-style-type: none"> The question of why it is taking 28 days or more to respond to complaints will be addressed as part of the retailer survey plan. The PDF had asked the PDRP to help with the understanding the drivers of end-to-end lateness across the supply chain and where there could be more transparency around performance of all aspects of the supply chain...i.e.,

	<p>publisher inbound times, vehicle away times, delivery times to final retailers. Suggesting the PDRP could recommend reporting that would be helpful to monitor the situation going forwards rather than looking at issues in the past.</p> <ul style="list-style-type: none"> ○ AT presented results of initial analysis which focused on bunching. ○ AT to enhance the analysis to date with a breakdown by day of week and shared with PDF. ○ If required further discussion on the creation of future reporting. <p>Actions: The 28-day response time will be reviewed as part of retailer survey follow up. AT to include day of week breakdown and share with group/ PDF. All to review and discuss at next PDRP if required.</p>
7.0	Charter / Service issues
7.1	<p>SC reminded wholesalers again of the importance of adhering to the preferred 14-day (28-day maximum) Charter timescales to complete Stage One complaints.</p> <p>Action: Wholesale to adhere to agreed charter deadlines for resolution of Stage 1 complaints</p>
7.2	<p>It is suggested that the online complaints process ensures that retailers provide all relevant information about their complaint prior to submission. Ideally this would be automated, however this drives potential complexity and cost, perhaps resolved by better guidelines within the site.</p> <p>Action: SC to continue to discuss with Mark Farris</p>
6.0	Any Other Business
6.1	SC to circulate proposed dates for 2024 meetings

