

**Minutes of the Press Distribution Review Panel Held on Wednesday 31st January 2024.
Via conference call**

Present:	Steve Cripwell	Chair
	Anya Ahmad	Smiths News
	Ayk Tahir	NMA
	Fiona Campbell	Menzies Distribution
	Gillian Scott	Menzies Distribution
	Graham Read	Retail Representative
	Peter Williamson	Retail Representative
	Trevor Hudson	PPA

Item	
1.0	Apologies for absence
	Brian Murphy (Retail Representative), Paresh Vyas (Retail Representative)
2.0	Minutes of previous meeting 29th November and matters arising
	The previous minutes were agreed.
3.0	Update on actions from previous minutes
	None
4.0	Pre-Stage One update
	Full year data was reviewed which showed significant increases in pre formal complaints. Further analysis in Q4 and full year reports. Actions: MD and SN to continue to monitor/report on causes and actions taken. SC to include detailed breakdown in annual report.
5.0	Retailer survey
	<ul style="list-style-type: none"> Agreed points of action captured on attached updated plan document. Good progress, however more work required on the causes of delay in processing complaints. Survey to be repeated in Q1 2024. The plan should not be circulated outside of the PDRP or PDF board. Action: Plan will be reviewed again at next meeting, all to follow up on agreed 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. AT had provided an analysis of the impact on bunching on lateness which highlighted it was just one contributing factor. The PDRP agreed that providing more detailed reporting on lateness was complicated and beyond the capacity of the group given such a range of influencing factors.

	<ul style="list-style-type: none"> The PDF question asking 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., publisher inbound times, vehicle away times, delivery times to final retailers, would be referred back to the PDF. <p>Actions: The 28-day response time will be reviewed as part of retailer survey follow up. Further analysis on understating the drivers of lateness to be referred to PDF</p>
7.0	Charter / Service issues
7.1	<p>The latest data shows that the time taken to resolve complaints is within the 28-day deadline however wholesalers are reminded of the importance of adhering to the preferred 14-day timescales.</p> <p>Action: Wholesale to aim to resolve complaints within preferred 14-day window.</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	None

