

**Minutes of the Press Distribution Review Panel Held on Wednesday 27th March 2024.
Via conference call**

Present:	Steve Cripwell	Chair
	Anya Ahmad	Smiths News
	Ayk Tahir	NMA
	Fiona Campbell	Menzies Distribution
	Gillian Scott	Menzies Distribution
	Paul Smith	Smiths News (new member)
	Peter Williamson	Retail Representative (for Brian)

Item	
1.0	Apologies for absence
	Brian Murphy (Retail Representative), Paresh Vyas (Retail Representative), Trevor Hudson (PPA), Graham Read (Retail Representative). Paul Smith was welcomed to the PDRP on behalf of SN (Maternity cover).
2.0	Minutes of previous meeting 31st January and matters arising
	The previous minutes were agreed.
3.0	Update on actions from previous minutes
	None
4.0	Pre-Stage One update
	YTD data was shared reviewed which showed significant increases in pre formal complaints. Details attached on page 2, and further analysis in Q1 reports. Actions: MD and SN to continue to monitor/report on causes and actions taken. SC to include breakdown in Q1 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 to deliver outcomes. 2024 Survey is currently live and results shared ASAP. The plan should not be circulated outside of the PDRP or PDF board. Action: SC to share results of 2024 survey. The action plan will be reviewed again at the next meeting. All to follow up on agreed points where relevant.
6.0	Charter / Service issues
6.1	Streamlining the complaints process by including automation to ensure that retailers provide all relevant information about their complaint prior to submission is complicated. A change to the website is under review that will provide additional upfront guidance to retailers prior to submitting a complaint. Action: SC to continue to discuss with Mark Farris

6.2	It was also agreed that any complaints that exceed 28-day resolution due to incomplete information provided (NUK 60-day issue for example) should where possible be excluded from lateness reporting. Action: SC to exclude overdue unresolved complaints due to incomplete information from reporting
7.0	Any Other Business
7.1	The PDRP offered their very best wishes to Anya given her upcoming maternity leave.

Pre stage One YTD

2023 Complaints pre Stage 1													
Wholesaler	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Menzies Distribution	100	151	173	178	273	284	270	325	395	374	371	379	3,273
News UK	5	3	1	2	7	3	1	1	1	0	0	0	24
Smiths News	349	307	574	462	414	504	529	632	536	630	729	616	6,282
Total	454	461	748	642	694	791	800	958	932	1004	1100	995	9,579

2024 Complaints pre Stage 1													
Wholesaler	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Menzies Distribution	195	198											393
Smiths News	681	722											1,403
Total	876	920	0	0	0	0	0	0	0	0	0	0	1,796

2024 Complaints pre Stage 1													
Wholesaler	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Menzies Distribution	95%	31%											
Smiths News	95%	135%											
Total	93%	100%											

