

**Minutes of the Press Distribution Review Panel Held on Wednesday 29th May 2024.
Via conference call**

Present:	Steve Cripwell	Chair
	Paul Smith	Smiths News
	Diane Sampson	NMA
	Fiona Campbell	Menzies Distribution
	Gillian Scott	Menzies Distribution
	Ryan Waterhouse	Menzies Distribution
	Graham Read	Retail Representative
	Paresh Vyas	Retail Representative
	Peter Williamson	Retail Representative (for Brian)

Item	
1.0	Apologies for absence
	Brian Murphy (Retail Representative), Trevor Hudson (PPA). Diane Sampson and Ryan Waterhouse were welcomed to the PDRP on behalf of NMA and MD respectively.
2.0	Minutes of previous meeting 27th March 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 increases in pre formal complaints. Further analysis and mitigations in Q2 report. Actions: MD and SN to continue to monitor/report on causes and actions taken. SC to include breakdown in Q2 report.
5.0	Retailer survey
	<ul style="list-style-type: none"> • SC ran through results of 2024 survey. • Although retail response was low, many positive improvements can be seen. • Key themes for improvement in the complaints process remain including Retailer Awareness, Timeliness of, and Satisfaction with the process. • Although good progress has been made, more work is required to deliver outcomes. • SC to update 2023 action plan to incorporate output from 2024 survey. • The plan should not be circulated outside of the PDRP or PDF board. Actions: SC to update the action plan, to be reviewed at our next meeting. All to refer to plan and 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. For information
7.0	Any Other Business
7.1	The PDRP offered thanks and very best wishes to Gillian as she leaves Menzies.
7.2	PV raised the issue of News Team and the potential impact on independent retailers. PW referenced a member of News team addressing the NFRN conference in June. SC suggested the matter is raised through the PDF. Action: SC to refer to Mark Farris/PDF, PW to also raise with Brian.