

Press Distribution Charter



Quarterly Report October to December 2023

Executive summary

In the period October to December 2023 a total of 32 completed Stage 1 complaint forms were submitted with 46 breaches to PDC standards, representing a significant year on year decrease. In total two complaints were escalated to Stage 2.

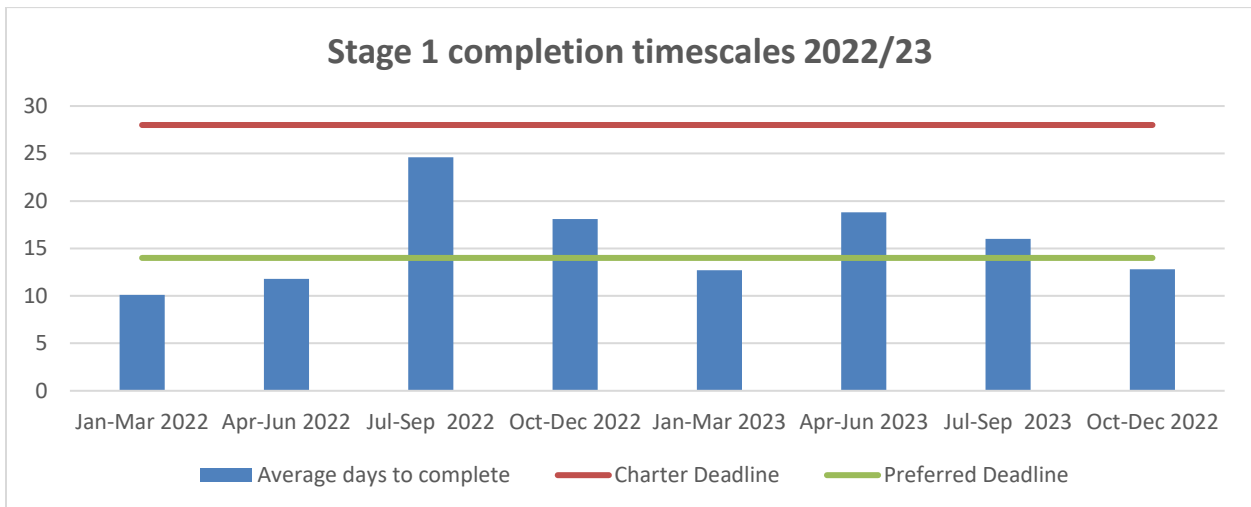
	Q4 2022	Q4 2023
Number of completed Stage 1 forms	79	32
Number of Stage 1 Breaches	86	46
Number of complaints escalated to Stage 2	0	2

The Stage 1 complaints originated from 21 wholesale houses compared with 28 in the corresponding 2021 period. There were no complaints made against the NMA or PPA.

In this Quarter wholesalers have provided feedback on the conclusions of the complaints made. Of the 32 complaint forms processed outcomes were recorded on 31, of which 16 (52%) resulted in the retailer receiving restitution. This data will be tracked and reported going forward.

Wholesaler efforts to reduce the time taken to process complaints resulted in 21 Stage 1 complaints being completed within the preferred 14-day timescale, and all were finalised within the 28-day limit.

The updated analysis of complaints by Quarter since 2022 (below) shows that the average time to conclude a complaint is well within 28-day deadline. Efforts continue to be made to ensure complaints are resolved within the preferred 14-day deadline.



Wholesalers continue to provide statistics on all complaints received prior to any escalation to Stage 1.

Total pre-Stage 1 complaints received 2022/23.

	2022 Complaints pre Stage 1												
Wholesaler	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Menzies Distribution	224	197	281	260	204	199	272	209	183	158	115	124	2,426
News UK	5	17	7	4	8	9	7	4	11	13	7	1	93
Smiths News	274	309	327	289	331	312	367	558	492	421	457	427	4,560
Total	503	523	615	553	543	520	646	771	686	592	579	552	7,079
	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
YOY	-10%	-12%	22%	16%	28%	52%	24%	24%	36%	70%	90%	80%	35%

From October NUK data is consolidated with MD and SN.

The number of pre stage 1 complaints continues to increase and is of concern. The 2023 full year PDRP report will contain a detailed analysis of pre-Stage 1 complaints with a breakdown of consolidated complaint types and wholesaler mitigations.

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

Summary Data

1. In period breaches by Standard

Totals	Standard										Total
	Terms & Conditions	Delivery Timeliness	Delivery Quality	Order & Supply	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	
Oct - Dec 23	1	22	6	4	6	2	2	0	2	1	46
Oct - Dec 22	0	60	13	2	5	4	0	0	2	0	86
Difference + / -	1	-38	-7	2	1	-2	2	0	0	1	-40

2. In period breaches by Association.

Association	Standard										Total
	Terms & Conditions	Delivery Timeliness	Delivery Quality	Order & Supply	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	
Oct - Dec 23											
Menzies	1	18	3	2	1	1	1	0	1	1	29
News UK/DTR	0	1	0	0	0	0	0	0	0	0	1
Smiths News	0	3	3	2	5	1	1	0	1	0	16
NMA (Reach)	0	0	0	0	0	0	0	0	0	0	0
PPA	0	0	0	0	0	0	0	0	0	0	0
Total	1	22	6	4	6	2	2	0	2	1	46
Oct - Dec 22											
Menzies	0	52	7	1	1	2	0	0	0	0	63
News UK/DTR	0	3	0	0	0	0	0	0	0	0	3
Smiths News	0	5	6	1	4	2	0	0	2	0	20
NMA (Reach)	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	60	13	2	5	4	0	0	2	0	86

3. Timeliness of Stage 1

Oct – Dec 2023

Wholesaler/Publisher	Number of Complaints	Not completed in 28 days	Average time for completion (days)
Menzies	29	0	11.4
News UK DTR London	1	0	11
Smiths News	16	0	15.6

Oct – Dec 2022

Wholesaler/Publisher	Number of Complaints	Not completed in 28 days	Average time for completion (days)
Menzies	63	6	15.39
News UK DTR London	3	3	106*
Smiths News	20	1	10.59

**Impacted by online process issues resolved in January 2023. Previous quarter average was 3.5 days.*

Appendix 1

Breaches by branch October – December 2023

Wholesale Location	Standard										
	Terms & Conditions	Delivery Timeliness	Delivery Quality	Order & Supply	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	Total
Barnstaple			1								1
Birmingham					1						1
Chester		1									1
Crawley				1		1					2
Croydon		1									1
DTR London		1									1
Eastbourne		2									2
Ipswich		1									1
Linwood		1									1
Newcastle		1									1
Plymouth							1				1
Preston		1	1								2
SEL		1									1
Sheffield		3	1	1					1	1	7
Slough					1						1
Southampton				1	1				1		3
Stockton											0
Stockton		3		1							4
Wakefield	1	5	1		1	1	1				10
Wednesbury			1		1						2
Yeovil		1	1		1						3
Total	1	22	6	4	6	2	2	0	2	1	46

Appendix 1 cont.

Breaches by branch October – December 2022

Wholesale Location	Standard										Total
	Terms & Conditions	Delivery Timeliness	Delivery Quality	Order & Supply	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	
Ashford		1									1
Birmingham			1		1	1					3
Chester		2									2
DTR London		3									3
Dundee		1									1
Eastbourne		3									3
Grays		7									7
Hornsey									1		1
Hull		2									2
Ipswich		2									2
Leicester									1		1
Linwood		3									3
Maidstone			1								1
Maidstone		2									2
Newbridge		3	1			1					5
Newmarket					1						1
Newport		1	1								2
Nottingham					1						1
Portsmouth		4									4
Preston		1	1								2
Ryde		1	1								2
SEL		7				1					8
Southampton			2		1						3
Stevenage		4	2								6
Stockton		2	3								5
Stoke				1							1
Wakefield		11		1	1						13
Yeovil						1					1
Total	0	60	13	2	5	4	0	0	2	0	86