



Press Distribution Charter

Quarterly Report January to March 2024

Executive Summary

In the period January to March 2024, we saw level of complaints that were consistent with the previous year as a year on year decrease in Stage 1 complaints as 19 forms were processed with 25 breaches to PDC standards.

There were two complaints escalated to Stage 2.

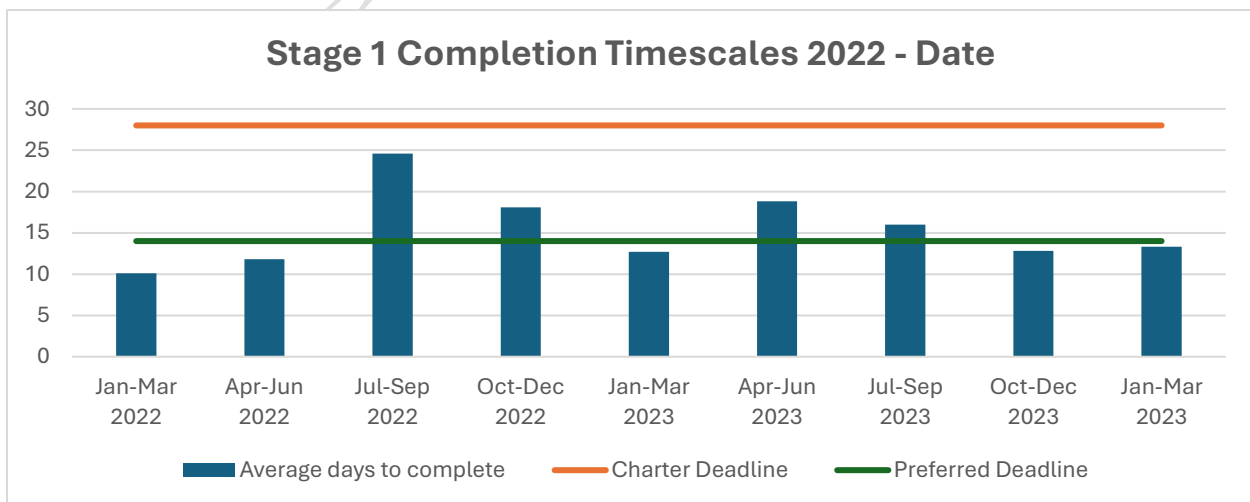
	Q1 2023	Q1 2024
Number of completed Stage 1 forms	19	21
Number of Stage 1 Breaches*	25	28
Number of complaints escalated to Stage 2	2	1

* Includes three complaints submitted late March not concluded at the time of producing this report.

The Stage 1 complaints originated from 17 wholesale houses compared to 10 for the corresponding 2023 period. There were no complaints made against NMA or the PPA.

Although the average number of days to complete the Stage 1 complaints was within the 28-day deadline, six took longer than the preferred 14-day timescale.

The time taken to resolve Stage 1 complaints remains a focus for the PDRP and the table below shows that the average time to conclude a complaint is well within 28-day deadline, however efforts continue 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 Quarter One 2023 - 2024.

Wholesaler	2022				2023			
	Jan	Feb	Mar	YTD	Jan	Feb	Mar	YTD
Menzies Distribution	100	151	173	424	195	198	191	584
News UK	5	3	1	9	0	0	0	0
Smiths News	349	307	574	1230	681	722	745	2148
Total	454	461	748	1663	876	920	936	2732

The data shows that overall pre-Stage 1 complaints for the first quarter of 2024 have increased significantly (+64%) compared to 2023, with Smiths News having seen the greatest increase which remains under investigation by the wholesaler.

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

Summary Data

1. In period breaches by Standard

Totals	Standard										
	Terms & Conditions	Delivery Timeliness	Delivery Quality	Order & Supply Management	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	Total
Jan - Mar 24	0	9	2	9	4	0	3	0	1	0	28
Jan - Mar 23	0	14	7	2	1	1	0	0	0	0	25
Difference + / -	0	-5	-5	7	3	-1	3	0	1	0	3

2. In period breaches by Association.

Association	Standard										
	Terms & Conditions	Delivery Timeliness	Delivery Quality	Order & Supply Management	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	Total
Jan - Mar 24											
Menzies	0	4	1	1	0	0	1	0	1	0	8
News UK/DTR	0	0	0	0	0	0	0	0	0	0	0
Smiths News	0	5	1	8	4	0	2	0	0	0	20
NMA	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	9	2	9	4	0	3	0	1	0	28
Jan - Mar 23											
Menzies	0	10	2	2	0	1	0	0	0	0	15
News UK/DTR	0	1	0	0	0	0	0	0	0	0	1
Smiths	0	3	5	0	1	0	0	0	0	0	9
NMA	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	14	7	2	1	1	0	0	0	0	25

3. Timeliness of Stage 2

January – March 2024

Wholesaler/Publisher	Number of Complaints	Not completed in 28 days	Average time for completion (days)
Menzies Distribution	8	1	15.2
Smiths News	20	0	12.4

January – March 2023

Wholesaler/Publisher	Number of Complaints	Not completed in 28 days	Average time for completion (days)
News UK/DTR	1	0	25.0
Menzies Distribution	15	0	14.2
Smiths News	9	0	8.6

Appendix 1

Breaches by branch January – March 2024

Wholesale Location	Standard										Total
	Terms & Conditions	Delivery Timeliness	Delivery Quality	Order & Supply Management	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	
Birmingham							1				1
Bow		1									1
Crawley				1							1
Croydon		2		1	1						4
Edinburgh		1									1
Hammersmith				1							1
Hemel				2							2
Hornsey		1			1						2
Newbridge		1									1
Newport				1	1						2
Nottingham				1	1						2
Oxford		1									1
Sheffield							1				1
Shrewsbury		1	1	1							3
Stockton			1	1					1		3
Wakefield		1									1
Yeovil							1				1
Total	0	9	2	9	4	0	3	0	1	0	28

Appendix 1 (continued)

Breaches by branch January – March 2023

Wholesale Location	Standard										
	Terms & Conditions	Delivery Timeliness	Delivery Quality	Order & Supply Management	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	Total
Birmingham		1	2								3
DTR London		1									1
Hornsey					1						1
Newbridge		3	1								4
Newport		2	1								3
Preston		1									1
SEL		1		1							2
Sheffield		4	1								5
Stockport			2								2
Wakefield		1		1		1					3
Total	0	14	7	2	1	1	0	0	0	0	25