



Quarterly Report October to December 2018

Executive summary

In the period October to December 2018 a total of 44 completed Stage 2 complaint forms were submitted with 44 breaches to PDC standards.

The number of complaints escalated to Stage 3 was five. After a peak in Q2 2018, the number of Stage 3 complaints has settled to more typical levels.

	Q4 2017	Q4 2018
Number of completed Stage 2 forms	65	44
Number of Stage 2 Breaches	66	44
Number of complaints escalated to Stage 3	6	5

The Stage 2 complaints originated from 20 wholesale houses compared with 19 in the corresponding 2017 period. There were no complaints made against the PPA.

Whilst most Stage 2 complaints were completed within the preferred 14-day timescale a total of 9 took longer than 14 days.

Of the five Stage 3 complaints, three were not adjudicated within the 14-day period.

In the last quarterly report reference was made to future reporting that intended to include additional information to illustrate the performance of the current complaints process, and highlight opportunities for further improvements, notably:

1. A summary of the total number of magazine and newspaper products delivered to all retailers to illustrate the scale of daily activity within the supply chain.
2. A summary of the volume of complaints that are currently made, and resolved, within Stage 1 of the PDC process.
3. A summary of Stage 2 forms requested by retailers but not progressed any further. Current estimates suggest that approximately only 30% of requested Stage 2 forms are progressed.

Given the changes in PDC administration and timings of available information it has not been possible to include this information within this report. However, the intention remains to include these updates within future reports and further details, where available, will be included in the 2018 annual report.

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

Summary Data

1. In period breaches by Standard

Totals	Standard										Total
	Terms & Conditions	Delivery Timeliness	Delivery Quality	Order & Supply Management	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	
Oct - Dec 18	0	14	15	2	1	1	6	0	5	0	44
Oct - Dec 17	0	23	20	3	4	1	5	0	5	5	66
Difference + / -	0	-12	-5	-1	-3	0	1	0	0	-5	-25

2. In period breaches by Association.

Association	Standard										Total
	Terms & Conditions	Delivery Timeliness	Delivery Quality	Order & Supply Management	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	
Oct - Dec 18											
Menzies	0	4	1	0	0	1	0	0	0	0	6
News UK/DTR	0	2	3	0	0	0	0	0	0	0	5
Smiths News	0	6	11	2	1	0	6	0	5	0	31
NMA	0	2	0	0	0	0	0	0	0	0	2
PPA	0	0	0	0	0	0	0	0	0	0	0
Total	0	14	15	2	1	1	6	0	5	0	44
Oct - Dec 17											
Menzies	0	1	0	1	0	0	0	0	0	0	2
News UK/DTR	0	0	1	0	1	0	0	0	0	0	2
Smiths	0	22	19	2	3	1	5	0	5	5	62
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	23	20	3	4	1	5	0	5	5	66

3. Timeliness of Stage 2

Oct – Dec 2018

Wholesaler/Publisher	Number of Complaints	Not completed in 28 days	Average time for completion (days)
NMA	2	0	12
News UK DTR London	5	0	2.8
Menzies Distribution	6	0	11.7
Smiths News	31	0	7.6

Oct - Dec 2017

Wholesaler/Publisher	Number of Complaints	Not completed in 28 days	Average time for completion (days)
News UK DTR London	2	2	30
Menzies Distribution	2	0	12.5
Smiths News	62	4	8.23

Appendix 1

Breaches by branch October – December 2018

Wholesale Location	Standard										
	Terms & Conditions	Delivery Timeliness	Delivery Quality	Order & Supply	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	Total
Aberdeen	0	2	0	0	0	0	0	0	0	0	2
Birmingham	0	0	3	0	0	0	0	0	2	0	5
DTR London	0	1	3	0	0	0	0	0	0	0	4
Hemel Hempstead	0	1	0	1	0	0	0	0	1	0	3
Lancing	0	3	0	0	1	0	0	0	0	0	4
Milton Keynes	0	0	0	0	0	0	0	0	1	0	1
Newbridge	0	1	0	0	0	0	0	0	0	0	1
Newport	0	0	1	0	0	0	0	0	0	0	1
Nottingham	0	1	1	0	0	0	0	0	0	0	2
Reading	0	1	0	0	0	0	0	0	0	0	1
SEL	0	0	0	0	0	1	0	0	0	0	1
Sheffield	0	1	0	0	0	0	0	0	0	0	1
Slough	0	0	1	0	0	0	0	0	0	0	1
Southampton	0	0	0	0	0	0	0	0	1	0	1
Stevenage	0	2	3	0	0	0	0	0	0	0	5
Swansea	0	0	1	0	0	0	0	0	0	0	1
Warrington	0	1	0	0	0	0	0	0	0	0	1
Wednesbury	0	0	0	1	0	0	6	0	0	0	7
Worcester	0	0	1	0	0	0	0	0	0	0	1
Yeovil	0	0	1	0	0	0	0	0	0	0	1
Grand Total	0	14	15	2	1	1	6	0	5	0	44

Appendix 1 cont.

Breaches by branch October – December 2017

Wholesale Location	Standard									
	Terms & Conditions	Delivery Timeliness	Delivery Quality	Order & Supply Management	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges
Birmingham	0	1	4	0	0	0	0	0	0	0
Gloucester	0	1	0	0	0	0	0	0	0	0
Hammersmith	0	0	0	1	1	0	0	0	1	1
Hemel Hempstead	0	2	1	1	1	0	2	0	0	0
Hornsey	0	1	0	0	0	0	0	0	0	0
Inverness	0	1	0	0	0	0	0	0	0	0
Lancing	0	1	1	0	0	0	0	0	0	0
Leicester	0	1	0	0	0	0	0	0	0	0
Liverpool	0	1	0	0	0	0	0	0	0	0
Milton Keynes	0	0	1	0	0	0	0	0	1	0
London DTR	0	0	1	0	1	0	0	0	0	0
Reading	0	0	1	0	0	0	0	0	1	1
Slough	0	2	3	0	1	0	0	0	1	2
Stevenage	0	2	0	0	0	0	0	0	0	0
Stockport	0	8	6	0	0	1	0	0	0	1
Wakefield	0	0	0	1	0	0	0	0	0	0
Warrington	0	0	0	0	0	0	0	0	1	0
Wednesbury	0	2	1	0	0	0	3	0	0	0
Yeovil	0	0	1	0	0	0	0	0	0	0
Totals	0	23	20	3	4	1	5	0	5	5