

# PRESS RELEASE



## **Charter complaint survey reveals over 83% of complaints upheld.**

**20<sup>th</sup> June 2024**

The Press Distribution Forum (PDF) and the Press Distribution Review Panel (PDRP) together regulate the Newspaper and Magazine Industry Service Charter which sets out the minimum service standards that retailers should expect.

Within The Charter is a digitally based two stage complaints process, giving retailers the opportunity to make a formal complaint for service failures. Service standards and the ability to complain when they fall short is a fundamental part of The Charter.

In 2023 the PDRP undertook an on-line survey inviting retailers that had made a formal complaint to give their views. The feedback was insightful with many positives, and several areas where the complaints process could be improved for retailers were identified. Earlier this year the PDRP repeated the survey, again to retailers that had made a formal complaint.

The feedback from the 2024 survey was very encouraging and demonstrates that some of the initiatives the PDRP has undertaken since the earlier survey are beginning to deliver improvements for retailers.

Some of the key takeaways from the latest survey and enhancements from 2023 were:

- A significant increase in retailer awareness of the complaints process.
- Retailers felt that it was easy to complete the initial application and the process was easy to follow.
- One of the key highlights from the 2024 survey was that in 83% of cases, complaints were upheld, and corrective or remedial action was taken. This compared to 61.3% in the 2023 survey.
- Incomplete information was identified to be slowing the process, so additional help guidelines will be introduced to the complaint's website.
- Wholesalers have introduced electronic updates to keep retailers informed as their complaints progress.
- Significantly 58% of retailers felt a fair process had taken place compared to 32% in 2023.

However there does remain work to be done ensuring complaints are solved speedily and that issues are resolved going forward.

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For more information contact:

Mark Farris

[mark@pressdistributionforum.com](mailto:mark@pressdistributionforum.com)

[www.pressdistributionforum.com](http://www.pressdistributionforum.com)

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The PDRP, a cross-industry body comprising retailers, wholesalers and publishers with an independent Chairperson, is continuously striving to improve the complaints process for retailers and will repeat the survey again early in 2025.

For more information on the Press Distribution Review Panel and the Press Distribution Charter please visit <http://www.pressdistributionforum.com/>

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