

**Minutes of the Press Distribution Review Panel Held on Wednesday 31st July 2024.
Via conference call**

Present:	Steve Cripwell	Chair
	Paul Smith	Smiths News
	Diane Sampson	NMA
	Graham Read	Retail Representative
	Peter Williamson	Retail Representative
	Trevor Hudson	PPA

Item	
1.0	Apologies for absence
	Brian Murphy (Retail Representative), Paresh Vyas (Retail Representative), Fiona Campbell (Menzies Distribution), Ryan Waterhouse (Menzies Distribution).
2.0	Minutes of previous meeting 29th May 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 an increase in pre formal complaints although the June showed a welcome YoY fall of 10.5%. Actions: MD and SN to continue to monitor/report on causes and actions taken.
5.0	Retailer survey
	<ul style="list-style-type: none"> • Good progress on the action points, notably around efforts to improve retailer awareness. • SC to update action plan. • A reminder that the plan should not be circulated outside of the PDRP or PDF . 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
7.0	Any Other Business
7.1	For info only PW to review advice to retailers considering sale of news rounds.