



Press Distribution Charter

Quarterly Report April to June 2024

Executive summary

In the period April to June 2024, we saw twenty completed Stage 1 complaint forms processed with twenty-two breaches to PDC standards.

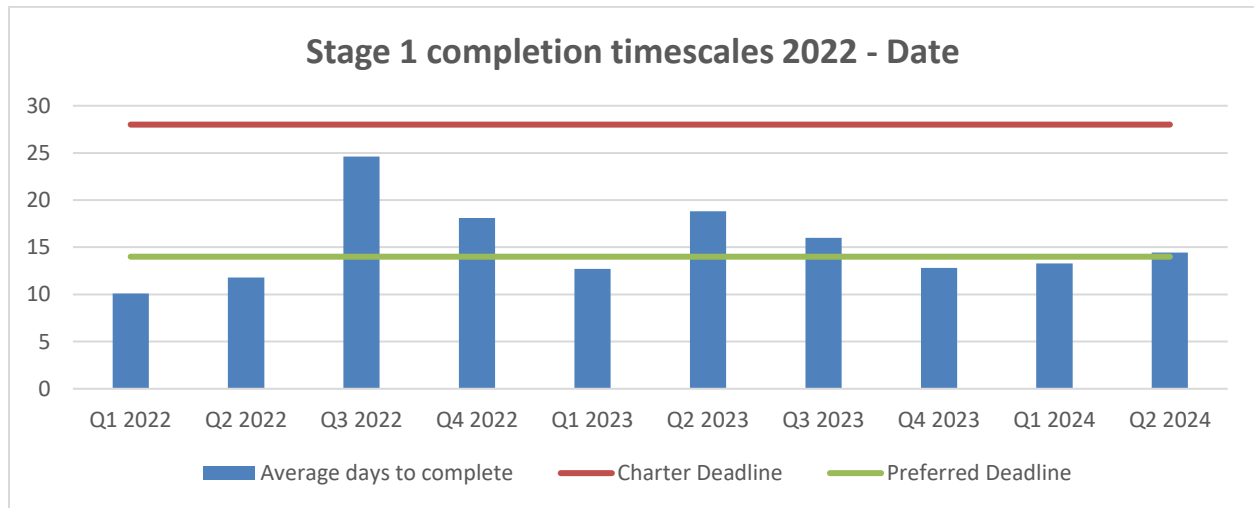
In the period one complaint was escalated to Stage 2 Arbitration.

	Q2 2023	Q2 2024
Number of completed Stage 1 forms	50	20
Number of Stage 1 Breaches	54	22
Number of complaints escalated to Stage 2	4	1

The complaints originated from fourteen wholesale houses compared with sixteen in the corresponding 2023 period. There were no complaints made against NMA or PPA.

In total twelve Stage 1 complaints were completed outside of the preferred 14-day timescale, two of which took longer than the 28-day period. Wholesalers are again reminded of the importance of adhering to agreed PDC standards and the preferred 14-day timescale in the resolution of formal retail complaints.

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. Data shows that the time taken for complaints to be concluded within the preferred 14-day window has recently crept up.



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

Total informal complaints received pre-Stage 1 January - June 2024 Vs 2023

	2023 Complaints Pre-Stage 1						
Wholesaler	Jan	Feb	Mar	Apr	May	Jun	Total
Menzies Distribution	100	151	173	178	273	284	1,159
News UK	5	3	1	2	7	3	21
Smiths News	349	307	574	462	414	504	2,610
Total	454	461	748	642	694	791	3,790

	2024 Complaints Pre-Stage 1						
Wholesaler	Jan	Feb	Mar	Apr	May	Jun	Total
Menzies Distribution	195	198	191	194	268	258	1,304
Smiths News	681	722	745	662	513	450	3,773
Total	876	920	936	856	781	708	5,077

YoY % Change	93.0%	99.6%	25.1%	33.3%	12.5%	-10.5%	34.0%
---------------------	-------	-------	-------	-------	-------	--------	-------

The year-to-date data shows a significant increase in pre-Stage 1 complaints Vs 2023, albeit the rate of increase has fallen since March, and we saw a year-on-year fall in June. However the PDRP remains focused on tracking pre-Stage one complaints, understanding the root causes and remedial actions been undertaken by the wholesalers.

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										
	Terms & Conditions	Delivery Timeliness	Delivery Quality	Order & Supply	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	Total
Apr - Jun 24	0	6	4	6	1	0	4	0	1	0	22
Apr - Jun 23	3	22	9	2	3	0	1	0	0	0	40
Difference + / -	-3	-16	-5	4	-2	0	3	0	1	0	-18

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
Apr - Jun 24											
Menzies	0	4	4	2	0	0	2	0	1	0	13
News UK/DTR	0	0	0	0	0	0	0	0	0	0	0
Smiths News	0	2	0	4	1	0	2	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	6	4	6	1	0	4	0	1	0	22
Apr - Jun 23											
Menzies	1	16	8	0	1	0	1	0	0	0	27
News UK/DTR	1	0	0	1	0	0	0	0	0	0	2
Smiths News	1	6	1	1	2	0	0	0	0	0	11
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	3	22	9	2	3	0	1	0	0	0	40

3. Timeliness of Stage 1

Apr - Jun 2024

Wholesaler/Publisher	Number of Complaints	Not completed in 28 days	Average time for completion (days)
Menzies Distribution	13	1	11.6
Smiths News	9	1	17.9

Apr - Jun 2023

Wholesaler/Publisher	Number of Complaints	Not completed in 28 days	Average time for completion (days)
DTR London	2	2	44
Menzies Distribution	27	5	18.5
Smiths News	11	1	14.4

Appendix 1

Breaches by branch April – June 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	
Bow		1									1
Chester		1							1		2
Hammersmith				1							1
Horsey		1									1
Hull			1	1							2
Newcastle				2			1				3
Newport		1									1
Ryde							2				2
SEL			2	1							3
Shotts		1									1
Stockport				1			1				2
Stockton			1								1
Wakefield		1									1
Wednesbury					1						1
Total	0	6	4	6	1	0	4	0	1	0	22

Appendix 1 (continued)

Breaches by branch April – June 2023

Wholesale Location	Standard										Total
	Terms & Conditions	Delivery Timeliness	Delivery Quality	Order & Supply	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	
Chester		2									2
DTR London	1			1							2
Dundee		1									1
Eastbourne		1									1
Grays							1				1
Linwood	1	3									4
Milton Keynes					1						1
Newbridge		1									1
Newcastle		2									2
Newport	1	3			1						5
SEL		1	1		1						3
Sheffield		1	2								3
Stevenage		1	1	1							3
Stockton		3	3								6
Wakefield		2	2								4
York		1									1
Total	3	22	9	2	3	0	1	0	0	0	40