

**Minutes of the Press Distribution Review Panel Held on Wednesday 27th November 2024.
Via conference call**

Present:	Steve Cripwell	Chair
	Fiona Campbell	Menzies Distribution
	Graham Read	Retail Representative
	Diane Sampson	NMA
	Paul Smith	Smiths News
	Pete Williamson	Retail Representative

Item	
1.0	Apologies for absence
	Trevor Hudson (PPA), Paresh Vyas (Retail Representative), Brian Murphy (Retail Representative).
2.0	Minutes of previous meeting 25th September 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 reviewed which showed a YoY increase in pre formal complaints of 5.7%. SN volumes continue to exceed those of MD. A discussion considered the ongoing discrepancy between the two wholesalers given both have a similar resolution process. It was agreed that MD & SN would discuss potential causes of the differential and feedback to the PDRP for inclusion in 2024 full year report. Actions: MD & SN to discuss differential and root causes in pre-stage one complaints.
5.0	Retailer survey
	<ul style="list-style-type: none"> • SC to organise a new survey for early 2025. Actions: SC to organise a new survey for early 2025.
6.0	Charter / Service issues
6.1	Automation of online complaints to ensure that retailers provide all relevant information about their complaint prior to submission remains under review. Action: SC to continue to discuss with Mark Farris
7.0	Any Other Business
7.1	SC to send out 2025 meeting dates to similar schedule as 2024.