



Press Distribution Charter

Quarterly Report July to September 2024

Executive summary

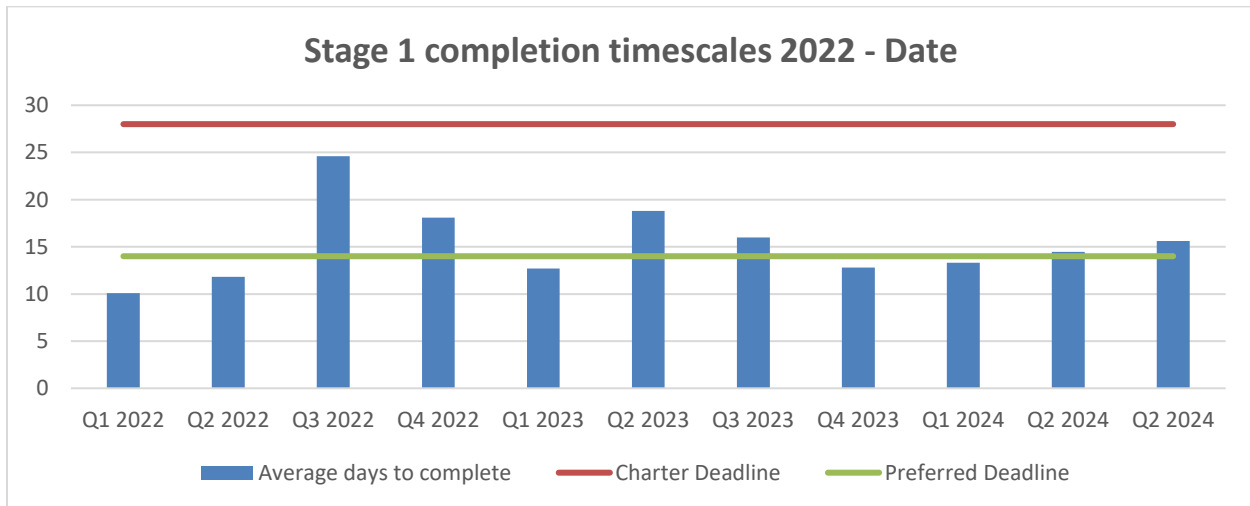
In the period July to September 2024 a total of fourteen completed Stage 1 complaint forms were processed generating fifteen breaches to PDC standards with one breach escalated to Stage 2.

	Q3 2023	Q3 2024
Number of completed Stage 2 forms	21	14
Number of Stage 2 Breaches	26	15
Number of complaints escalated to Stage 3	2	1

Complaints originated from eleven wholesale locations compared with nine in the corresponding 2023 period. There were no complaints made against NMA or PPA.

A total of seven Stage 1 complaints were processed within the preferred 14-day timescale, and three were resolved outside of the 28-day time limit.

The time taken to resolve Stage 1 complaints remains a focus for the PDRP, and an analysis of complaints by Quarter since 2022 (below) shows that the average time to conclude a complaint is well within 28-day deadline. Whilst this is encouraging, efforts continue to be made to ensure complaints are resolved within the preferred 14-day deadline.



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

Total pre-Stage 1 complaints received Jan – Sept 2024 Vs 2023 & 2022

2022 Complaints Pre-Stage 1										
Wholesaler	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Total
Menzies Distribution	224	197	281	260	204	199	272	209	183	2029
News UK	5	17	7	4	8	9	7	4	11	72
Smiths News	274	309	327	289	331	312	367	558	492	3259
Total	503	523	615	553	543	520	646	771	686	5360

2023 Complaints Pre-Stage 1										
Wholesaler	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Total
Menzies Distribution	100	151	173	178	273	284	270	325	395	2,149
News UK	5	3	1	2	7	3	1	1	1	24
Smiths News	349	307	574	462	414	504	529	632	536	4,307
Total	454	461	748	642	694	791	800	958	932	6,480

YoY	-9.7%	-11.9%	21.6%	16.1%	27.8%	52.1%	23.8%	24.3%	35.9%	20.9%
------------	-------	--------	-------	-------	-------	-------	-------	-------	-------	-------

2024 Complaints Pre-Stage 1										
Wholesaler	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Total
Menzies Distribution	195	198	191	194	268	258	255	230	275	2,064
Smiths News	681	722	745	662	513	450	557	401	381	5,112
Total	876	920	936	856	781	708	812	631	656	7,176

YoY	93.0%	99.6%	25.1%	33.3%	12.5%	-10.5%	1.5%	-34.1%	-29.6%	10.7%
------------	-------	-------	-------	-------	-------	--------	------	--------	--------	-------

As the table shows the number of non-formal complaints has risen significantly since 2022, although latest data show the volumes have declined.

Both Menzies Distribution and Smiths News have robust internal processes to manage complaints once received. These include a 48-hour (24 hour if possible) response period with updates provided to the retailer, and a three-stage escalation process.

Whilst the level of formal Stage 1 complaints has decreased over the past couple of months, understanding the reasons behind the level of informal complaints remains a key focus for the PDRP. The wholesalers continue to review internal processes to identify root causes and potential mitigations.

The 2024 full year report will include a detailed year on year analysis of the non-formal complaints.

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 Management	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	Total
Jul - Sept 24	0	6	2	3	2	1	1	0	0	0	15
Jul - Sept 22	1	14	4	3	3	0	1	0	0	0	26
Difference + / -	-1	-8	-2	0	-1	1	0	0	0	0	-11

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
Jul - Sept 24											
Menzies	0	5	1	0	0	1	1	0	0	0	8
News UK/DTR	0	0	0	0	0	0	0	0	0	0	0
Smiths News	0	1	1	3	2	0	0	0	0	0	7
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	2	3	2	1	1	0	0	0	15
Jul - Sept 23											
Menzies	0	8	3	1	0	0	1	0	0	0	13
News UK/DTR	1	3	0	2	0	0	0	0	0	0	6
Smiths News	0	3	1	0	3	0	0	0	0	0	7
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	1	14	4	3	3	0	1	0	0	0	26

3. Timeliness of Stage 1

July – September 2024

Wholesaler/Publisher	Number of Complaints	Not completed in 28 days	Average time for completion (days)
Menzies	8	3	17.6
Smiths News	7	0	13.6

July – September 2023

Wholesaler/Publisher	Number of Complaints	Not completed in 28 days	Average time for completion (days)
Menzies	13	3	22.2
News UK DTR London	6	0	3.4
Smiths News	7	0	17.7

Appendix 1

Breaches by location July – September 2024

Wholesale Location	Standard										
	Terms & Conditions	Delivery Timeliness	Delivery Quality	Order & Supply Management	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	Total
Barnstaple					1						1
Birmingham					1						1
Fareham			1								1
Linwood		1									1
Newbridge		1									1
Ryde							1				1
SEL		1									1
Sheffield		1	1								2
Stockport		1		3							4
Stockton		1									1
York						1					1
Total	0	6	2	3	2	1	1	0	0	0	15

Breaches by location July – September 2023

Wholesale Location	Standard										
	Terms & Conditions	Delivery Timeliness	Delivery Quality	O & S Management	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	Total
Birmingham			1		1						2
Chester		3	1								4
DTR London	1	3		2							6
Linwood		2									2
Newport		3			2						5
Sheffield				1							1
Stockton		1	1								2
Wakefield		1									1
York		1	1				1				3
Total	1	14	4	3	3	0	1	0	0	0	26