

**Minutes of the Press Distribution Review Panel Held on Wednesday 29th January 2025.
Via conference call**

Present:	Steve Cripwell	Chair
	Fiona Campbell	Menzies Distribution
	Graham Read	Retail Representative
	Pete Williamson	Retail Representative
	Trevor Hudson	PPA

Item	
1.0	Apologies for absence
	Paresh Vyas (Retail Representative), Brian Murphy (Retail Representative), Diane Sampson (NMA), Paul Smith (Smiths News).
2.0	Minutes of previous meeting 27th November and matters arising
	The previous minutes were agreed.
3.0	Update on actions from previous minutes
	None
4.0	Pre-Stage One update
	Full year 2024 showed a small YoY decrease in pre formal complaints of 1.5%. SN volumes continue to exceed those of MD. A discussion again considered the ongoing discrepancy between the two wholesalers given both have a similar resolution process and the outcome of an MD & SN discussion on potential causes of the differential for inclusion in 2024 full year report is awaited. Actions: MD & SN to discuss differential and root causes in pre-stage one complaints and advice PRDP as soon as possible.
5.0	Retailer survey
	• SC to organise a new survey for early 2025. Actions: SC to organise a new survey for Q1 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 reminded the group that the agenda is open to all for suggested topics. DS to provide the annual summary of RDT performance for the 2024 report. GR highlighted a formal complaint on Voucher Processing which he is awaiting feedback from SN and will share details given challenges in voucher processing. Actions: DS to share 2024 RDT performance stats. GR to share details of formal complaint on Voucher processing.