

Press Distribution Charter



Quarterly Report January to March 2025

Executive Summary

In the period January to March 2025, we saw the level of Stage 1 complaints fall below those of 2024 as nine complaint forms were processed with fourteen breaches to PDC standards.

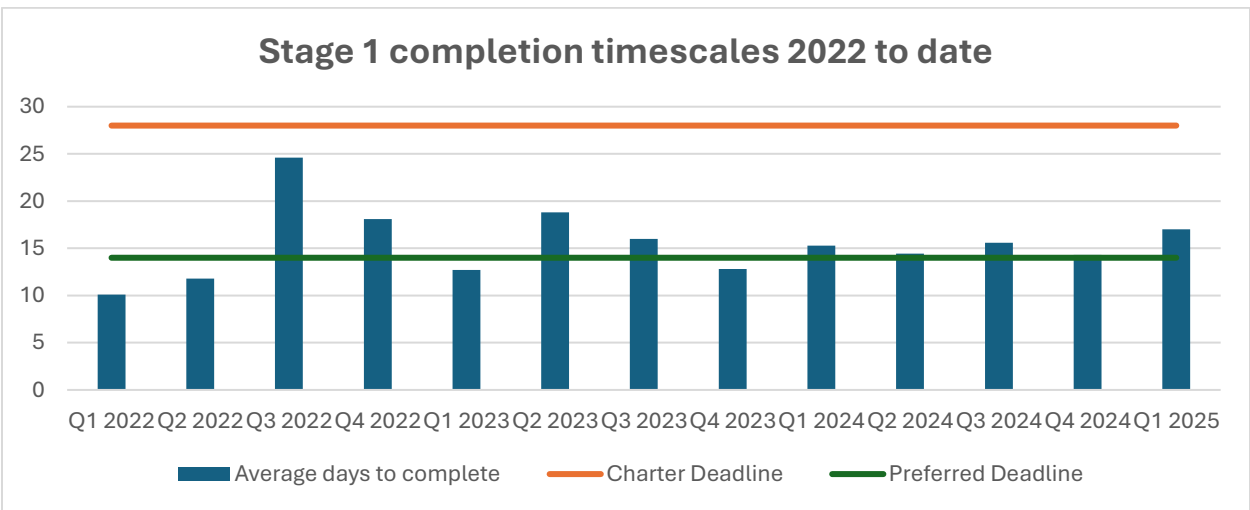
One complaint was escalated to Stage 2.

	Q1 2024	Q1 2025
Number of completed Stage 1 forms	21	9
Number of Stage 1 Breaches	28	14
Number of complaints escalated to Stage 2	1	1

The Stage 1 complaints originated from nine wholesale houses compared to seventeen for the corresponding 2024 period. There were no complaints made against NMA or the PPA.

Unfortunately, two complaints were resolved outside of the 28-day deadline and three took longer than the preferred 14-day timescale.

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, however efforts continue 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 Q1 2023 - 2025.

2023				
Wholesaler	Jan	Feb	Mar	Total
InPost Newstrade *	100	151	173	424
News UK	5	3	1	9
Smiths News	349	307	574	1230
Total	454	461	748	1663

2024				
Wholesaler	Jan	Feb	Mar	Total
InPost Newstrade	195	198	191	584
Smiths News	681	722	745	2148
Total	876	920	936	2732

YoY	93.0%	99.6%	25.1%	64.3%
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2025				
Wholesaler	Jan	Feb	Mar	Total
InPost Newstrade	348	230	328	906
Smiths News	486	360	360	1206
Total	834	590	688	2112

YoY	-4.8%	-35.9%	-26.5%	-22.7%
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* Formerly Menzies Distribution

The data shows that overall pre-Stage 1 complaints for the first quarter of 2025 have decreased substantially (-22.7%) from 2024 which itself had shown a significant increase on 2023.

The next section of this report shows summary data for breaches by standard, association, and timeliness. Detailed information by wholesale branch is 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
Jan - Mar 25	1	7	0	3	0	0	3	0	0	0	14
Jan - Mar 24	0	9	2	9	4	0	3	0	1	0	28
Difference + / -	1	-2	-2	-6	-4	0	0	0	-1	0	-14

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
Jan - Mar 25											
InPost Newstrade	0	5	0	0	0	0	0	0	0	0	5
News UK/DTR	0	0	0	0	0	0	0	0	0	0	0
Smiths News	1	2	0	3	0	0	3	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	1	7	0	3	0	0	3	0	0	0	14
Jan - Mar 24											
InPost Newstrade	0	4	1	1	0	0	1	0	1	0	8
News UK/DTR	0	0	0	0	0	0	0	0	0	0	0
Smiths	0	5	1	8	4	0	2	0	0	0	20
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	9	2	9	4	0	3	0	1	0	28

3. Timeliness of Stage 2

January – March 2025

Wholesaler/Publisher	Number of Complaints	Not completed in 28 days	Average time for completion (days)
InPost Newstrade	5	1	14.4
Smiths News	9	1	20.3

January – March 2024

Wholesaler/Publisher	Number of Complaints	Not completed in 28 days	Average time for completion (days)
InPost Newstrade	8	1	15.2
Smiths News	20	0	12.4

Appendix 1

Breaches by branch January – March 2025

Wholesale Location	Standard										
	Terms & Conditions	Delivery Timeliness	Delivery Quality	Order & Supply Management	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	Total
Crawley		1		1							2
Glasgow		1									1
Hammersmith				1			1				2
Hemel Hempstead	1	1					1				3
Kilmarnock		1									1
Maidstone		1									1
Middlesbrough		1									1
Stockport				1			1				2
Stockton		1									1
Total	1	7	0	3	0	0	3	0	0	0	14

Appendix 1 (continued)

Breaches by branch January – March 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	
Birmingham							1				1
Bow		1									1
Crawley				1							1
Croydon		2		1	1						4
Edinburgh		1									1
Hammersmith				1							1
Hemel				2							2
Hornsey		1			1						2
Newbridge		1									1
Newport				1	1						2
Nottingham				1	1						2
Oxford		1									1
Sheffield							1				1
Shrewsbury		1	1	1							3
Stockton			1	1					1		3
Wakefield		1									1
Yeovil							1				1
Total	0	9	2	9	4	0	3	0	1	0	28