

**Minutes of the Press Distribution Review Panel Held on Wednesday 24th September 2025.
Via conference call**

Present:	Steve Cripwell	Chair
	Brian Murphy	Retail Representative
	Graham Read	Retail Representative
	Ryan Waterhouse	In Post Newstrade (IPN)
	Anya Ahmed	Smiths News (SN)
	Diane Sampson	NMA
	Trevor Hudson	PPA

Item	
1.0	Apologies for absence
	Fiona Campbell (IPN), Pares Vyas (Retail Representative)
2.0	Minutes of previous meeting 30th July and matters arising
	The previous minutes were agreed.
3.0	Update on actions from previous minutes
	<ul style="list-style-type: none"> Voucher Processing to be discussed at PDF on 8th October. Visit to EAV voucher centre to be arranged with AA, DS, BM and GR. Relevant Feedback that could support current VP concerns to be shared. Action: AA, GR, DS to provide summary feedback from visit.
4.0	Pre-Stage One update
	SC shared YTD data that showed a reduction in pre formal complaints of 33%. Details to be circulated to PDRP.
5.0	Retailer survey
	<p>The group discussed the outline survey with the following suggestions made:</p> <ul style="list-style-type: none"> Reduce word count on introduction. Add emphasis to ask importance of an independent complaints process vs direct to supplying wholesaler. Avoid duplication between Fed members and wholesaler supplied retailers. Potentially include a section to ask where regular problems occur. Include option to request follow-up. <p>Survey mechanics</p> <ul style="list-style-type: none"> SC & Mark Farris to produce a recommended approach. DS offered use of News UK to test survey. <p>The recommendation to move to individual surveys for those retailers going through the complaints process is to be pursued.</p> <p>Actions: SC to circulate redrafted 2025 survey and share mechanics after liaison with MF. SC to confirm start date of individual post complaint surveys</p>

6.0	Charter / Service issues
6.1	<p>Voucher Processing</p> <p>Original notes will remain on minutes for now:</p> <p>There was a useful discussion exploring current retailer frustrations with the processing of Vouchers. The group considered if the current wording in the Charter actually sets out the minimum service standards that retailers should expect in processing Vouchers. It is clearly a contentious issue to some extent amplified by changes in voucher practices and the introduction of electronic vouchers. The following areas were discussed:</p> <ol style="list-style-type: none"> 1. Improved Voucher processing documentation for retailers; Creation of some form of rolling “accounting” statement for retailers summarising credits given, credits due etc. 2. An improved escalation process that avoids the need to open a formal complaint, notably given the wholesaler and publisher responsibility to provide accurate and speedy feedback to queries (therefore improved QA in available records). 3. Reconsider the response to late vouchers received when due to consumer issues as numerous late claims are often rejected. <p>Actions: SC to update following feedback from the PDF.</p>
7.0	Any Other Business
7.1	None