

Press Distribution Charter



Quarterly Report July to September 2025

Executive summary

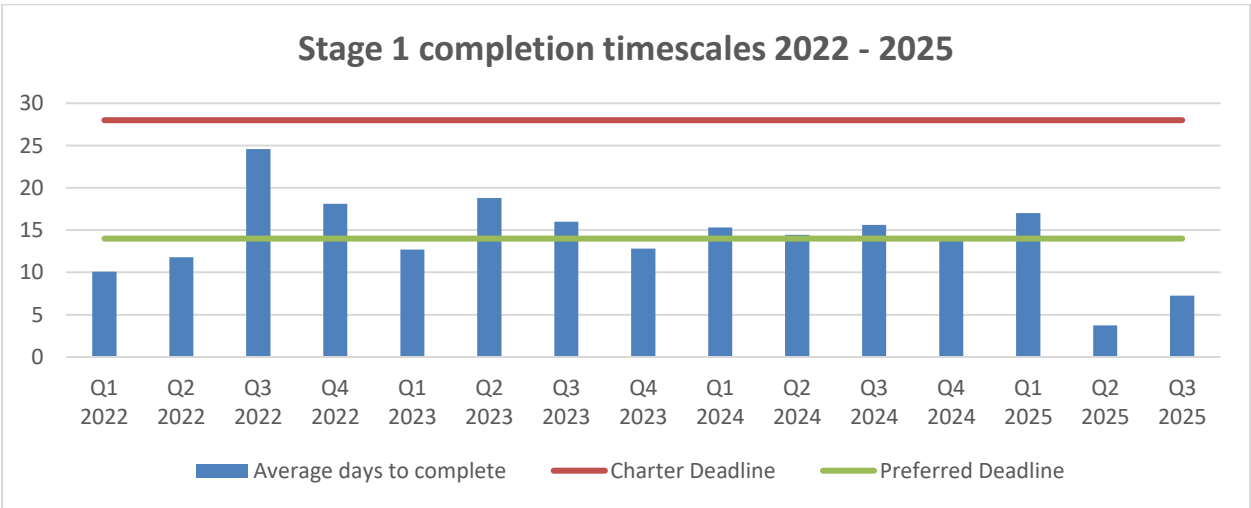
In the period July to September 2025 a total of four completed Stage 1 complaint forms were processed generating seven breaches to PDC standards. There were no breaches escalated to Stage 2.

	Q3 2023	Q3 2024
Number of completed Stage 2 forms	14	4
Number of Stage 2 Breaches	15	7
Number of complaints escalated to Stage 3	1	0

Complaints originated from three wholesale locations compared with eleven in the corresponding 2024 period. There were no complaints made against NMA or PPA.

All of the Stage 1 complaints were processed within the preferred 14-day timescale.

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 2025 Vs 2024 & 2023

	2023									
Wholesaler	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
InPost Newstrade	100	151	173	178	273	284	270	325	395	2149
News UK	5	3	1	2	7	3	1	1	1	24
Smiths News	349	307	574	462	414	504	529	632	536	4307
Total	454	461	748	642	694	791	800	958	932	6480
	2024									
Wholesaler	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
InPost Newstrade	195	198	191	194	268	258	255	230	275	2064
Smiths News	681	722	745	662	513	450	557	401	381	5112
Total	876	920	936	856	781	708	812	631	656	7176
YoY	93.0%	99.6%	25.1%	33.3%	12.5%	-10.5%	1.5%	-34.1%	-29.6%	10.7%
	2025									
Wholesaler	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
InPost Newstrade	348	230	328	237	152	138	202	161	215	2011
Smiths News	486	360	360	290	307	274	248	255	316	2896
Total	834	590	688	527	459	412	450	416	531	4907
YoY	-4.8%	-35.9%	-26.5%	-38.4%	-41.2%	-41.8%	-44.6%	-34.1%	-19.1%	-31.6%

As the table shows the number of non-formal complaints having risen during 2024 has seen a significant reduction during 2025.

Both InPost Newstrade 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.

The 2025 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 25	1	3	0	1	0	0	1	0	1	0	7
Jul - Sept 24	0	6	2	3	2	1	1	0	0	0	15
Difference + / -	1	-3	-2	-2	-2	-1	0	0	1	0	-8

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 25											
In Post	1	2	0	0	0	0	0	0	0	0	3
News UK/DTR	0	0	0	0	0	0	0	0	0	0	0
Smiths News	0	1	0	1	0	0	1	0	1	0	4
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	3	0	1	0	0	1	0	1	0	7
Jul - Sept 24											
In Post	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

3. Timeliness of Stage 1

July – September 2025

Wholesaler/Publisher	Number of Complaints	Not completed in 28 days	Average time for completion (days)
In Post	3	0	7.5
Smiths News	4	0	7

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

Appendix 1

Breaches by location July – September 2025

	Standard										
Wholesale Location	Terms & Conditions	Delivery Timeliness	Delivery Quality	Order & Supply	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	Total
Crawley				1							1
Nottingham		1					1		1		3
Newbridge	1	2									3
Total	1	3	0	1	0	0	1	0	1	0	7

Breaches by location July – September 2024

	Standard										
Wholesale Location	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