

**Minutes of the Press Distribution Review Panel Held on Wednesday 26th November 2025.
Via conference call**

Present:	Steve Cripwell	Chair
	Brian Murphy	Retail Representative
	Graham Read	Retail Representative
	Fiona Campbell	In Post Newstrade (IPN)
	Laura Duerden	Smiths News (SN)
	Diane Sampson	NMA
	Trevor Hudson	PPA

Item	
1.0	Apologies for absence
	Paresh Vyas (Retail Representative), Laura Duerden deputising for Paul Smith.
2.0	Minutes of previous meeting 24th September and matters arising
	The previous minutes were agreed.
3.0	Update on actions from previous minutes
	<ul style="list-style-type: none"> Voucher Processing was discussed at PDF on 9th October. Visit to EAV voucher centre occurred 25th November.
4.0	Pre-Stage One update
	SC shared YTD data that showed a reduction in pre formal complaints of 30.9%.
5.0	Retailer survey
5.1	<p>SC updated the group on the 2025 Retail Survey:</p> <ul style="list-style-type: none"> The survey would be sent out by email by INP and SN 4/12 with a response timeframe of 2 weeks. Wholesale will send a reminder email w/c 8/12. Wholesale will also make the survey available on websites for retailers not able to respond by email. RN will carry short feature on the survey and include a link in issue dated 5/12. <p>Actions: SC to update on 2025 survey results when available.</p>
5.2	<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 update on status of individual post complaint surveys</p>

6.0	Charter / Service issues
6.1	<p>Voucher Processing</p> <p>The PDF discussed the PDRP's concerns in current voucher processing processes, and the matter is to be raised with NMA.</p> <p>Actions: SC to update following feedback from the PDF.</p> <p>EAV Visit</p> <ul style="list-style-type: none"> • LD to review current processes with GR to assess options to improve and if relevant establish test case that would be more widely applicable. <p>Action: LD, GR, to provide summary feedback.</p> <p>Original notes were</p> <p>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.
7.0	Any Other Business
7.1	<p>Suggested dates for 2026 meetings following similar format to 2025 are as follows:</p> <p>28/1/26 25/3/26 27/5/26 29/7/26 30/9/26 25/11/26</p> <p>All @ 1.00 pm via teams.</p> <p>Sc to send invites</p>