

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

Present:	Steve Cripwell Brian Murphy Graham Read Fiona Campbell Laura Duerden Diane Sampson Trevor Hudson	Chair Retail Representative Retail Representative In Post Newstrade (IPN) Smiths News (SN) NMA PPA
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Item	
<b>1.0</b>	<b>Apologies for absence</b> Paresh Vyas (Retail Representative), Laura Duerden deputising for Paul Smith.
<b>2.0</b>	<b>Minutes of previous meeting 24<sup>th</sup> September and matters arising</b> The previous minutes were agreed.
<b>3.0</b>	<b>Update on actions from previous minutes</b> • Voucher Processing was discussed at PDF on 9 <sup>th</sup> October. • Visit to EAV voucher centre occurred 25 <sup>th</sup> November.
<b>4.0</b>	<b>Pre-Stage One update</b> SC shared YTD data that showed a reduction in pre formal complaints of 30.9%.
<b>5.0</b>	<b>Retailer survey</b> <b>5.1</b> SC updated the group on the 2025 Retail Survey: • 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. <b>Actions:</b> <b>SC to update on 2025 survey results when available.</b>
<b>5.2</b>	The recommendation to move to individual surveys for those retailers going through the complaints process is to be pursued. <b>Actions:</b> <b>SC to update on status of individual post complaint surveys</b>

<b>6.0</b>	<b>Charter / Service issues</b>
<b>6.1</b>	<p><b>Voucher Processing</b> The PDF discussed the PDRP's concerns in current voucher processing processes, and the matter is to be raised with NMA.</p> <p><b>Actions: SC to update following feedback from the PDF.</b></p> <p>EAV Visit</p> <ul style="list-style-type: none"> <li>LD to review current processes with GR to assess options to improve and if relevant establish test case that would be more widely applicable.</li> </ul> <p><b>Action: LD, GR, to provide summary feedback.</b></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"> <li>1. Improved Voucher processing documentation for retailers; Creation of some form of rolling "accounting" statement for retailers summarising credits given, credits due etc.</li> <li>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).</li> <li>3. Reconsider the response to late vouchers received when due to consumer issues as numerous late claims are often rejected.</li> </ol>
<b>7.0</b>	<b>Any Other Business</b>
<b>7.1</b>	<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>