



Press Distribution Charter

Quarterly Report October to December 2025

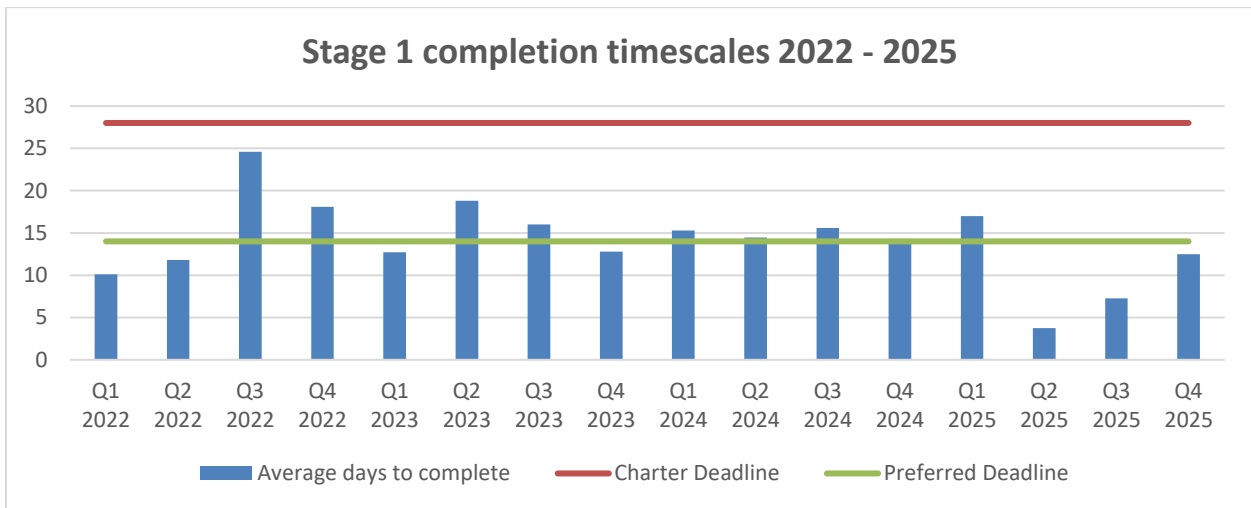
Executive summary

In the period October to December 2025 a total of ten completed Stage 1 complaint forms were submitted with seventeen breaches to PDC standards. This mirrors the same volumes as October to December 2024, whilst no complaints were escalated to Stage 2.

	Q4 2024	Q4 2025
Number of completed Stage 1 forms	10	10
Number of Stage 1 Breaches	17	17
Number of complaints escalated to Stage 2	1	0

The Stage 1 complaints originated from seven wholesale houses compared with six in the corresponding 2024 period. There were no complaints made against the NMA or PPA.

The updated analysis of complaints by Quarter since 2022 (below) shows that the average time to conclude a complaint is well within 28-day deadline. Efforts continue to be made to ensure complaints are resolved within the preferred 14-day deadline.

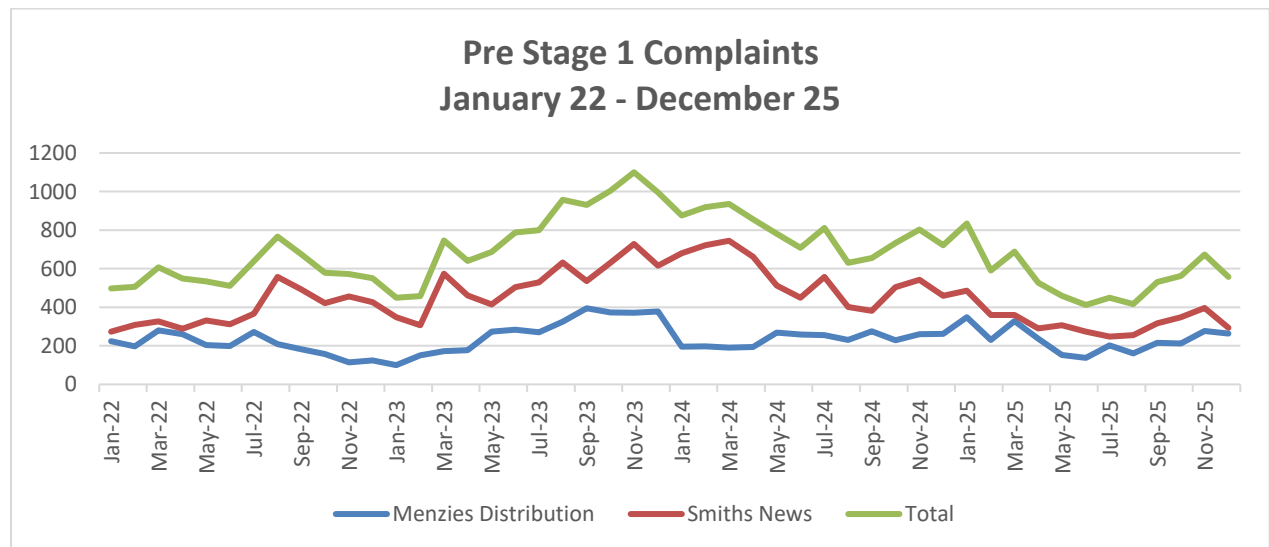


Wholesalers continue to provide statistics on all complaints received prior to any escalation to Stage 1.

Total pre-Stage 1 complaints received 2022 to 2025.

2022 Complaints pre Stage 1													
Wholesaler	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total
Menzies Distribution	224	197	281	260	204	199	272	209	183	158	115	124	2426
News UK	5	17	7	4	8	9	7	4	11	13	7	1	93
Smiths News	274	309	327	289	331	312	367	558	492	421	457	427	4564
Total	503	523	615	553	543	520	646	771	686	592	579	552	7083
2023 Complaints pre Stage 1													
Wholesaler	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total
Menzies Distribution	100	151	173	178	273	284	270	325	395	374	371	379	3273
News UK	5	3	1	2	7	3	1	1	1	0	0	0	24
Smiths News	349	307	574	462	414	504	529	632	536	630	729	616	6282
Total	454	461	748	642	694	791	800	958	932	1004	1100	995	9579
YoY	-9.7%	-11.9%	21.6%	16.1%	27.8%	52.1%	23.8%	24.3%	35.9%	69.6%	90.0%	80.3%	35.2%
2024 Complaints pre Stage 1													
Wholesaler	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total
Menzies Distribution	195	198	191	194	268	258	255	230	275	229	261	262	2816
Smiths News	681	722	745	662	513	450	557	401	381	504	542	459	6617
Total	876	920	936	856	781	708	812	631	656	733	803	721	9433
YoY	93.0%	99.6%	25.1%	33.3%	12.5%	-10.5%	1.5%	-34.1%	-29.6%	-27.0%	-27.0%	-27.5%	-1.5%
2025 Complaints pre Stage 1													
Wholesaler	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total
InPost Newstrade	348	230	328	237	152	138	202	161	215	213	277	264	2765
Smiths News	486	360	360	290	307	274	248	255	316	349	396	293	3934
Total	834	590	688	527	459	412	450	416	531	562	673	557	6699
YoY	-4.8%	-35.9%	-26.5%	-38.4%	-41.2%	-41.8%	-44.6%	-34.1%	-19.1%	-23.3%	-16.2%	-22.7%	-29.0%

The number of Pre-stage 1 complaints has fallen significantly over the course of 2025 compared with 2024.



The 2025 full year PDRP report will contain a more detailed analysis of pre-Stage 1 complaints with a breakdown of consolidated complaint types.

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
Oct - Dec 25	0	8	0	3	1	1	2	0	2	0	17
Oct - Dec 24	1	7	2	2	1	1	1	0	2	0	17
Difference + / -	-1	1	-2	1	0	0	1	0	0	0	0

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
Oct - Dec 25											0
InPost	0	7	0	2	0	1	1	0	1	0	12
Smiths News	0	1	0	1	1	0	1	0	1	0	5
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	8	0	3	1	1	2	0	2	0	17
Oct - Dec 24											
InPost	0	6	2	0	0	1	0	0	2	0	11
Smiths News	1	1	0	2	1	0	1	0	0	0	6
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	2	2	1	1	1	0	2	0	17

3. Timeliness of Stage 1

Oct – Dec 2025

Wholesaler/Publisher	Number of Complaints	Not completed in 28 days	Average time for completion (days)
InPost	12	0	10.5
Smiths News	5	0	22

Oct – Dec 2024

Wholesaler/Publisher	Number of Complaints	Not completed in 28 days	Average time for completion (days)
InPost	11	0	7.9
Smiths News	6	1	29.3*

* The average time was impacted by a complaint which due to technical issues significantly delayed completion.

Appendix 1

Breaches by branch October – December 2025

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	1				1		4
Chester		1		1		1			1		4
Greenock		1									1
Linwood		2									2
Milton Keynes							1				1
Newbridge		3		1							4
Swansea							1				1
Total	0	8	0	3	1	1	2	0	2	0	17

Breaches by branch October – December 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	
Barnstaple				1							1
Hemel	1	1					1				3
SEL		3	2						2		7
Stockport				1	1						2
Wakefield		3									3
York						1					1
Total	1	7	2	2	1	0	1	0	2	0	17