

**Minutes of the Press Distribution Review Panel Held on Wednesday 28th January 2026.
Via conference call**

Present:	Steve Cripwell	Chair
	Andrew Williamson	Retail Representative
	Fiona Campbell	In Post Newstrade (IPN)
	Laura Duerden	Smiths News (SN)
	Trevor Hudson	PPA

Item	
1.0	Apologies for absence
	Paresh Vyas (Retail Representative), Brian Murphy (Retail Representative) Paul Smith (Smiths News), Diane Sampson (NMA), Graham Read (Retail Representative).
2.0	Minutes of previous meeting 26th November 2025 and matters arising
	The previous minutes were agreed.
3.0	Update on actions from previous minutes
	The recommendation to move to individual surveys for those retailers going through the complaints process is to be pursued. Action: SC to update on status of individual post complaint surveys
4.0	Pre-Stage One update
	SC shared full year 2025 data that showed an encouraging reduction in pre formal complaints of 27.8% on 2024, primarily driven by decreases at Smiths News. LD to provide brief context for the decline to be used in the full year report. Action: LD to provide context for the reduction in SN pre-formal complaints.
5.0	Retailer survey
5.1	SC updated the group on the 2025 Retail Survey: <ul style="list-style-type: none"> • The survey had a good initial response but was resent by SN w/c 13/1 so full results are still to be assessed. • The key themes so far are: <ul style="list-style-type: none"> ○ To date, there is a significant difference in response rates between INP and SN ○ Low levels of awareness of The Charter and Complaints process ○ Retailers see a benefit from an independent service Charter and complaints process ○ Significant proportion of responders are happy to be contacted again Action: SC to update on 2025 survey results ASAP, for further discussion.
6.0	Charter / Service issues
6.1	Voucher Processing The PDF discussed the PDRP's concerns in current voucher processing processes, and the matter is to be raised with NMA.

	<p>Actions: SC to update following feedback from the PDF.</p> <p>EAV Visit - LD to summarise any process changes identified (eg communication) that are of broader retailer benefit.</p> <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>After the meeting DS suggested reducing the frequency of the PDRP to four per annum to align with PDF.</p> <p>Action: SC to contact group for feedback.</p>