

**Minutes of the Press Distribution Review Panel Held on Wednesday 29<sup>th</sup> April 2026.  
Via conference call**

Present:	Steve Cripwell	Chair
	Brian Murphy	Retail Representative
	Ryan Waterhouse	In Post Newstrade (IPN)
	Paul Smith	Smiths News (SN)
	Graham Read	Retail Representative

Item	
<b>1.0</b>	<b>Apologies for absence</b>
	Paresh Vyas (Retail Representative), Diane Sampson (NMA), Fiona Campbell (In Post Newstrade) Trevor Hudson (PPA).
<b>2.0</b>	<b>Minutes of previous meeting 28<sup>th</sup> November 2025 and matters arising</b>
	The previous minutes were agreed.
<b>3.0</b>	<b>Update on actions from previous minutes</b>
	Individual surveys for those retailers going through the Stage One complaints process are being sent out. To date five responses have been received, SC will collate results. Some discussion on a further survey to those retailers that have been through to Arbitration. SC to discuss with Mark Farris. <b>Action: SC to summarise surveys received to date and discuss Stage 2 option with MF.</b>
<b>4.0</b>	<b>Pre-Stage One update</b>
	SC shared Q1 2026 data that showed an encouraging reduction of 31% in pre formal complaints compared to 2025. Significant reductions were seen by both wholesalers.
<b>5.0</b>	<b>Retailer survey</b>
<b>5.1</b>	SC updated the group on the 2025 Retail Survey: <ul style="list-style-type: none"> <li>• The key themes are: <ul style="list-style-type: none"> <li>○ Low levels of awareness and use of The Charter and Complaints process</li> <li>○ Retailers see a benefit from an independent service Charter and complaints process.</li> <li>○ Significant proportion of responders are happy to be contacted again.</li> </ul> </li> <li>• A draft press release is awaiting sign off by PDF board.</li> <li>• SC to draft and circulate follow up survey for retailers that are happy to be contacted again, focusing on how The Charter and complaints process could be improved.</li> </ul> <b>Action: SC to draft follow up survey for further discussion.</b>

<b>6.0</b>	<b>Charter / Service issues</b>
<b>6.1</b>	<p><b>Voucher Processing</b></p> <p>The PDRP's concerns on VP raised with the PDF are still awaiting feedback from NMA. It was suggested we should chase for a response.</p> <p>There was a further discussion regarding that The Charter did not refer to Digital Vouchers and that greater clarity was required on recharging of vouchers. This needs to be considered as part of the NMA response and any agreed updated wording within The Charter.</p> <p><b>Actions:</b>  <b>SC to update following feedback from the PDF.</b>  <b>DS to contact NMA to chase response.</b>  <b>BM to chase PDF to chase response.</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>	None.