



Press Distribution Charter

Quarterly Report January to March 2026

Executive Summary

In the period January to March 2026, we saw a similar level of complaints to the same period in 2025 with eleven Stage 1 complaint were processed with thirteen breaches to PDC standards.

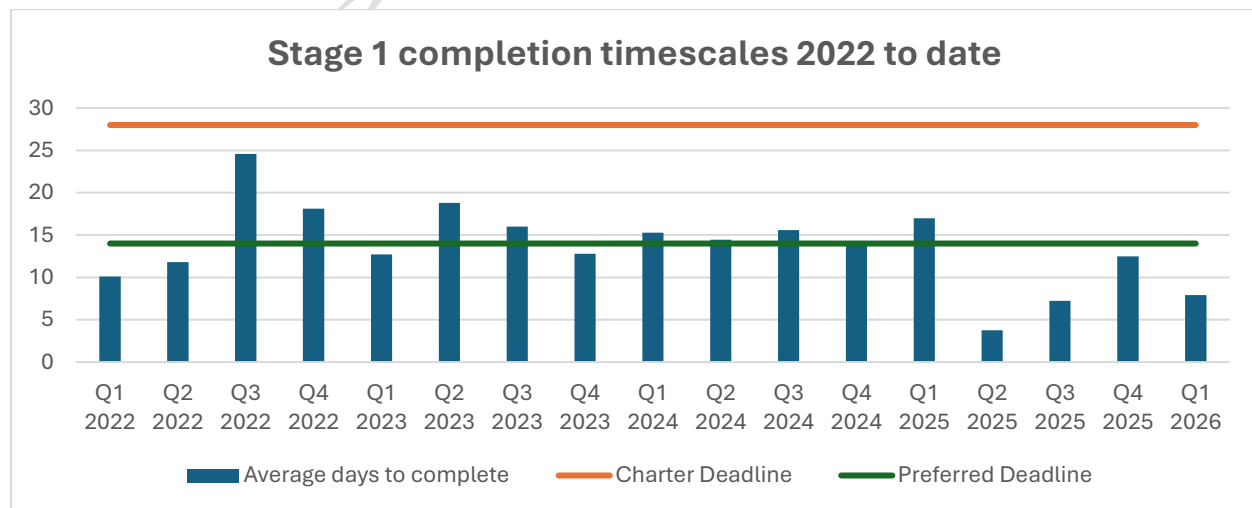
Three complaints were escalated to Stage 2.

	Q1 2025	Q1 2026
Number of completed Stage 1 forms	9	11
Number of Stage 1 Breaches	14	13
Number of complaints escalated to Stage 2	1	3

The Stage 1 complaints originated from ten wholesale houses compared to nine for the corresponding 2025 period. There were no complaints made against NMA or the PPA.

Of the three complaints that were escalated to Stage 2 Arbitration, one was closed by the retailer, and another was escalated in April, after the Jan to March period.

The time taken to resolve Stage 1 complaints remains a focus for the PDRP and the table below shows that the average time to conclude a complaint is well within 28-day deadline. Wholesalers continue 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 Q1 2024 - 2026.

2024				
Wholesaler	Jan	Feb	Mar	Total
InPost Newstrade	195	198	191	584
Smiths News	681	722	745	2148
Total	876	920	936	2732

2025				
Wholesaler	Jan	Feb	Mar	Total
InPost Newstrade	348	230	328	906
Smiths News	486	360	360	1206
Total	834	590	688	2112

YoY	-4.8%	-35.9%	-26.5%	-22.7%
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2026				
Wholesaler	Jan	Feb	Mar	Total
InPost Newstrade	225	151	179	555
Smiths News	363	270	267	900
Total	588	421	446	1455

YoY	-29.5%	-28.6%	-35.2%	-31.1%
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The data is encouraging and again shows that the number of Pre Stage 1 complaints managed by wholesale continue to decline; by almost a third in the January to March period compared to 2025.

The next section of this report shows summary data for breaches by standard, association, and timeliness. Detailed information by wholesale branch is 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
Jan - Mar 26	0	5	2	1	1	2	1	0	1	0	13
Jan - Mar 25	1	7	0	3	0	0	3	0	0	0	14
Difference + / -	-1	-2	2	-2	1	2	-2	0	1	0	-1

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
Jan - Mar 26											
InPost Newstrade	0	4	1	0	0	0	0	0	0	0	5
News UK/DTR	0	0	0	0	0	0	0	0	0	0	0
Smiths News	0	1	1	1	1	2	1	0	1	0	8
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	5	2	1	1	2	1	0	1	0	13
Jan - Mar 25											
InPost Newstrade	0	5	0	0	0	0	0	0	0	0	5
News UK/DTR	0	0	0	0	0	0	0	0	0	0	0
Smiths	1	2	0	3	0	0	3	0	0	0	9
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	0	3	0	0	3	0	0	0	14

3. Timeliness of Stage 2

January – March 2026

Wholesaler/Publisher	Number of Complaints	Not completed in 28 days	Average time for completion (days)
InPost Newstrade	5	0	6.8
Smiths News	8	0	9.0

January – March 2025

Wholesaler/Publisher	Number of Complaints	Not completed in 28 days	Average time for completion (days)
InPost Newstrade	5	1	14.4
Smiths News	9	1	20.3

Appendix 1

Breaches by branch January – March 2026

Wholesale Location	Standard										Total
	Terms & Conditions	Delivery Timeliness	Delivery Quality	Order & Supply Management	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	
Glasgow		1									1
Hemel Hempstead						1			1		2
Hornsey						1					1
Linwood		2									2
Liverpool							1				1
Redruth				1							
Paisley			1								1
Peterborough					1						1
Sheffield		1									1
Wednesbury		1	1								2
Total	0	5	2	1	1	2	1	0	1	0	13

Breaches by branch January – March 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	
Crawley		1		1							2
Glasgow		1									1
Hammersmith				1			1				2
Hemel Hempstead	1	1					1				3
Kilmarnock		1									1
Maidstone		1									1
Middlesbrough		1									1
Stockport				1			1				2
Stockton		1									1
Total	1	7	0	3	0	0	3	0	0	0	14