

**Minutes of the Press Distribution Review Panel Held on Wednesday 29th July 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
	Paresh Vyas	Retail Representative
	Diane Sampson	NMA
	Trevor Hudson	PPA

Item	
1.0	Apologies for absence
	Fiona Campbell (In Post Newstrade)
2.0	Minutes of previous meeting 29th April and matters arising
	The previous minutes were agreed.
3.0	Update on actions from previous minutes
	Individual surveys for those retailers going through the Stage One complaints process are being sent out. SC will collate results. Discussion on a further survey to Arbitration retailers to be followed up with Mark Farris. SC to discuss with Mark Farris. Action: SC to summarize surveys received to date and discuss Stage 2 option with MF.
4.0	Pre-Stage One update
	SC shared Q1 2026 data that showed an encouraging further reduction of 18.6% in pre formal complaints compared to 2025.
5.0	Retailer survey
5.1	SC updated the group on the 2025 Retail Survey: • The key themes are: ○ Low levels of awareness and use 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. • A draft press release was rewritten and is awaiting sign off by PDF board. • Follow up survey to be discussed with MF. Action: SC to follow up survey for further discussion.

6.0	Charter / Service issues
6.1	Voucher Processing The PDF feedback response to the questions raised on Voucher Processing is awaited. The NMA are preparing a response. It was again recognised 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. Actions: SC to update following feedback from the PDF. DS to contact NMA to chase response. BM to chase PDF to chase response. Original notes were 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: 1. Improved Voucher processing documentation for retailers; Creation of some form of rolling "accounting" statement for retailers summarizing 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	None.