



Press Distribution Charter

Quarterly Report April to June 2026

Executive summary

In the period April to June 2026, we saw only four completed Stage 1 complaint forms processed with six breaches to PDC standards.

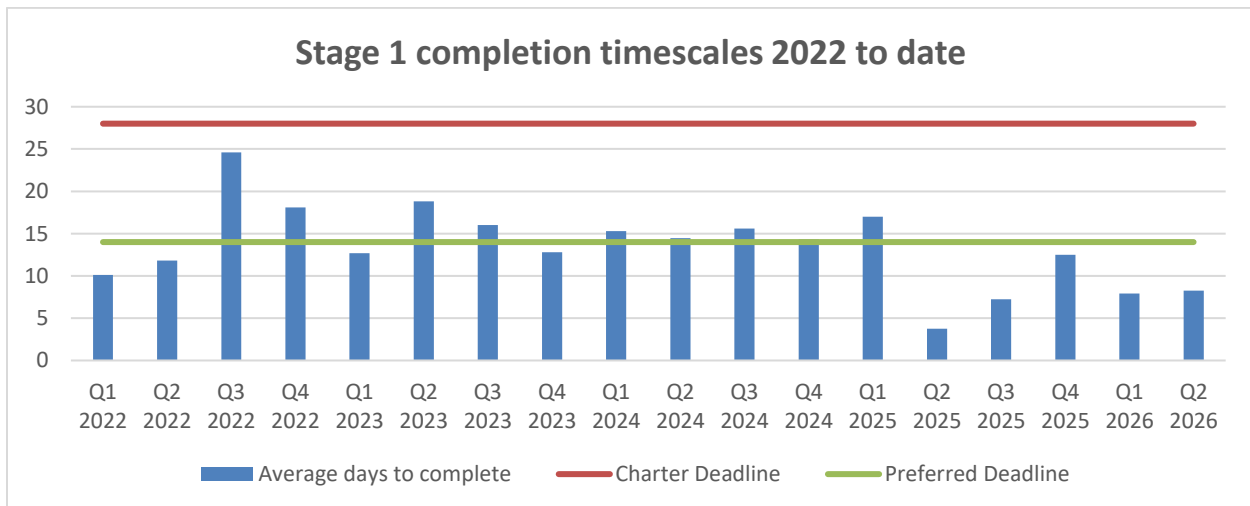
In the period two complaints were escalated to Stage 2 Arbitration.

	Q2 2025	Q2 2026
Number of completed Stage 2 forms	4	4
Number of Stage 2 Breaches	8	6
Number of complaints escalated to Stage 3	0	2

The complaints originated from three wholesale houses compared with four in the corresponding 2025 period. There were no complaints made against NMA or PPA.

All but one Stage 1 complaints were completed inside of the preferred 14-day timescale.

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 remains well within the 28-day deadline.



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

Total informal complaints received pre-Stage 1 January - June 2024 - 2026

	2023						
Wholesaler	Jan	Feb	Mar	Apr	May	Jun	Total
InPost Newstrade	100	151	173	178	273	284	1159
News UK	5	3	1	2	7	3	21
Smiths News	349	307	574	462	414	504	2610
Total	454	461	748	642	694	791	3790

	2024						
Wholesaler	Jan	Feb	Mar	Apr	May	Jun	Total
InPost Newstrade	195	198	191	194	268	258	1304
Smiths News	681	722	745	662	513	450	3773
Total	876	920	936	856	781	708	5077

YoY	93.0%	99.6%	25.1%	33.3%	12.5%	-10.5%	34.0%
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	2025						
Wholesaler	Jan	Feb	Mar	Apr	May	Jun	Total
InPost Newstrade	348	230	328	237	152	138	1433
Smiths News	486	360	360	290	307	274	2077
Total	834	590	688	527	459	412	3510

YoY	-4.8%	-35.9%	-26.5%	-38.4%	-41.2%	-41.8%	-30.9%
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	2026						
Wholesaler	Jan	Feb	Mar	Apr	May	Jun	Total
InPost Newstrade	225	151	179	214	294	215	1278
Smiths News	363	270	267	262	193	225	1580
Total	588	421	446	476	487	440	2858

YoY	-29.5%	-28.6%	-35.2%	-9.7%	6.1%	6.8%	-18.6%
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The year-to-date data shows a significant continued decrease in pre-Stage 1 complaints. The PDRP remains focused on tracking pre-Stage one complaints, understanding the root causes and remedial actions been undertaken by the wholesalers.

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
Apr - Jun 26	1	4	1	0	0	0	0	0	0	0	6
Apr - Jun 25	0	1	2	2	0	3	0	0	0	0	8
Difference + / -	1	3	-1	-2	0	-3	0	0	0	0	-2

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
Apr - Jun 26											
InPost Newstrade	1	2	0	0	0	0	0	0	0	0	3
Smiths News	0	2	1	0	0	0	0	0	0	0	3
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	4	1	0	0	0	0	0	0	0	6
Apr - Jun 25											
InPost Newstrade	0	1	0	0	0	0	0	0	0	0	1
Smiths News	0	0	0	2	2	0	3	0	0	0	7
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	1	0	2	2	0	3	0	0	0	8

3. Timeliness of Stage 1

Apr - Jun 2026

Wholesaler/Publisher	Number of Complaints	Not completed in 28 days	Average time for completion (days)
InPost Newstrade	3	0	10
Smiths News	3	0	6.5

Apr - Jun 2025

Wholesaler/Publisher	Number of Complaints	Not completed in 28 days	Average time for completion (days)
InPost Newstrade	1	0	1
Smiths News	7	0	4.7

Appendix 1

Breaches by branch April – June 2026

Wholesale Location	Standard										Total
	Terms & Conditions	Delivery Timeliness	Delivery Quality	Order & Supply	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	
Linwood	1	2									3
Milton Keynes		1									1
Wednesbury		1	1								2
Total	1	4	1	0	0	0	0	0	0	0	6

Breaches by branch April – June 2025

Wholesale Location	Standard										Total
	Terms & Conditions	Delivery Timeliness	Delivery Quality	Order & Supply	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	
Crawley				1	1	1					3
Edinburgh		1									1
Hammersmith						1					1
Hornsey				1	1	1					3
Total	0	1	0	2	2	3	0	0	0	0	8