Press Distribution Charter

Quarterly Report July to September 2026

Executive summary

In the period July to September 2026 a total of seven completed Stage 1 complaint forms were processed generating nine breaches to PDC standards. One breach has been escalated to Stage 2.

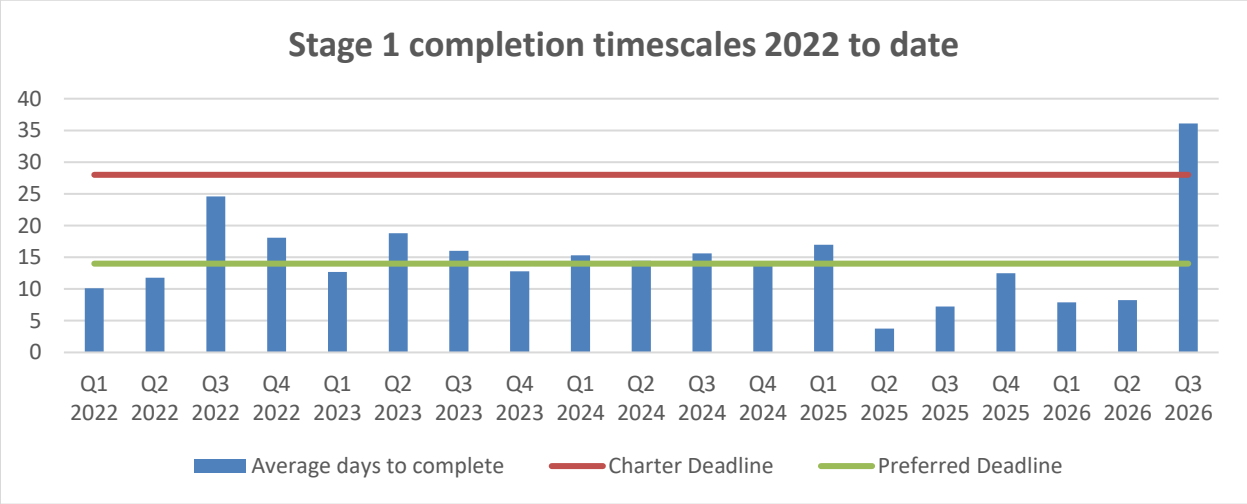
	Q3 2025	Q3 2026
Number of completed Stage 2 forms	4	7
Number of Stage 2 Breaches	7	9
Number of complaints escalated to Stage 3	0	1

Complaints originated from five wholesale locations compared with three in the corresponding 2025 period. There were no complaints made against NMA or PPA.

During the period, a technical issue unfortunately resulted in Smiths News not receiving automatic PDC emails causing delays in the resolution of Stage 1 complaints. Subsequently four complaints exceeded the 28-day deadline. The issue has now been resolved.

The time taken to resolve Stage 1 complaints remains a focus for the PDRP, and an analysis of complaints by Quarter since 2022 (below) shows that the average time to conclude a complaint has been well within 28-day deadline. The last quarter has skewed the statistics.

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 2023 to date.

	2023									
Wholesaler	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Sep**	**Total**
InPost Newstrade	100	151	173	178	273	284	270	325	395	2149
News UK	5	3	1	2	7	3	1	1	1	24
Smiths News	349	307	574	462	414	504	529	632	536	4307
Total	454	461	748	642	694	791	800	958	932	6480

	2024									
Wholesaler	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Sep**	**Total**
InPost Newstrade	195	198	191	194	268	258	255	230	275	2064
Smiths News	681	722	745	662	513	450	557	401	381	5112
Total	876	920	936	856	781	708	812	631	656	7176
YoY	93.0%	99.6%	25.1%	33.3%	12.5%	-10.5%	1.5%	-34.1%	-29.6%	10.7%

	2025									
Wholesaler	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Sep**	**Total**
InPost Newstrade	348	230	328	237	152	138	202	161	215	2011
Smiths News	486	360	360	290	307	274	248	255	316	2896
Total	834	590	688	527	459	412	450	416	531	4907
YoY	-4.8%	-35.9%	-26.5%	-38.4%	-41.2%	-41.8%	-44.6%	-34.1%	-19.1%	-31.6%

	2026									
Wholesaler	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Sep**	**Total**
InPost Newstrade	225	151	179	214	294	215	201	162	196	1837
Smiths News	363	270	267	262	193	225	284	291	385	2540
Total	588	421	446	476	487	440	485	453	581	4377
YoY	-29.5%	-28.6%	-35.2%	-9.7%	6.1%	6.8%	7.8%	8.9%	9.4%	-10.8%

As the table shows whilst the number of non-formal complaints continues to show a year-to-date decline of 10.8%, recent months have shown a year-on-year increase. These increases will be closely monitored by the PDRP, and the 2026 full year report will include a detailed year on year analysis of the non-formal complaints.

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
Jul - Sept 26	0	2	1	3	1	0	1	0	1	0	9
Jul - Sept 25	1	3	0	1	0	0	1	0	1	0	7
Difference + / -	-1	-1	1	2	1	0	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
Jul - Sept 26											
In Post	0	1	1	0	0	0	0	0	0	0	2
Smiths News	0	1	0	3	1	0	1	0	1	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**	**2**	**1**	**3**	**1**	**0**	**1**	**0**	**1**	**0**	**9**
Jul - Sept 25											
In Post	1	2	0	0	0	0	0	0	0	0	3
Smiths News	0	1	0	1	0	0	1	0	1	0	4
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**	**3**	**0**	**1**	**0**	**0**	**1**	**0**	**1**	**0**	**7**

3. Timeliness of Stage 1

July – September 2026

Wholesaler/Publisher	Number of Complaints	Not completed in 28 days	Average time for completion (days)
In Post	2	0	14
Smiths News	7	4	45

July – September 2025

Wholesaler/Publisher	Number of Complaints	Not completed in 28 days	Average time for completion (days)
In Post	3	0	7.5
Smiths News	4	0	7

Appendix 1

Breaches by location July – September 2026

	Standard										
Wholesale Location	Terms & Conditions	Delivery Timeliness	Delivery Quality	Order & Supply Management	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	**Total**
Stockport				2	1						3
Newmarket		1		1					1		3
Milton Keynes							1				1
Dundee			1								1
Ipswich		1									1
Total	**0**	**2**	**1**	**3**	**1**	**0**	**1**	**0**	**1**	**0**	**9**

Breaches by location July – September 2025

	Standard										
Wholesale Location	Terms & Conditions	Delivery Timeliness	Delivery Quality	Order & Supply	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	**Total**
Crawley				1							1
Nottingham		1					1		1		3
Newbridge	1	2									3
Total	1	3	0	1	0	0	1	0	1	0	7