

ISSA Update

Special Interest:

- Fast Track Data
- Delivery - Timeliness

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ISSA Complaints March 2008

During the month of March 2008 a total of 79 ISSA complaint forms generating 155 breaches of Standards were issued. These were allocated to a total of 39 houses.

92% of the complaint forms issued were for Newspaper related issues.

Stage 1

Retailers returned 44 completed complaint forms for progression through ISSA.

To obtain feedback each retailer who fails to return a form is contacted to find out why the form was not returned.

Where reasons for not returning the forms were able to be established, retailers responded that 33% of the complaints had been withdrawn as being resolved by the wholesaler.

Stage 2

During this period 12

complaints were escalated to Stage 2.

Stage 3

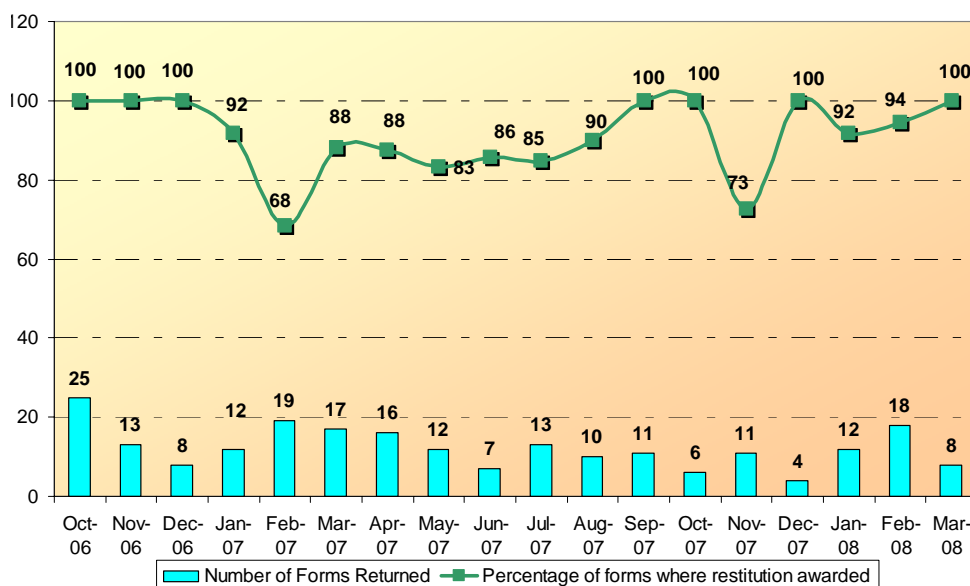
6 complaints progressed to Stage 3.

There were no FODI appeals, and no Newspaper Publisher/Wholesaler or Magazine Publisher/Wholesaler standards complaint forms were issued.

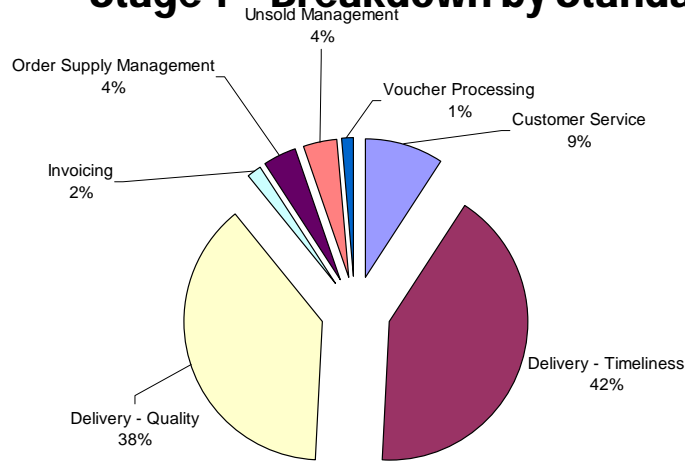
Fast Track Data

The ANMW have agreed that the ISSA report can include details of Fast Track Resolution forms returned. This chart shows the number of Fast Track forms returned and processed by the wholesalers against the number of retailers who were successful in their claims.

Fast Track Restitution



Stage 1 – Breakdown by Standard



Breakdown of Breaches of Standards

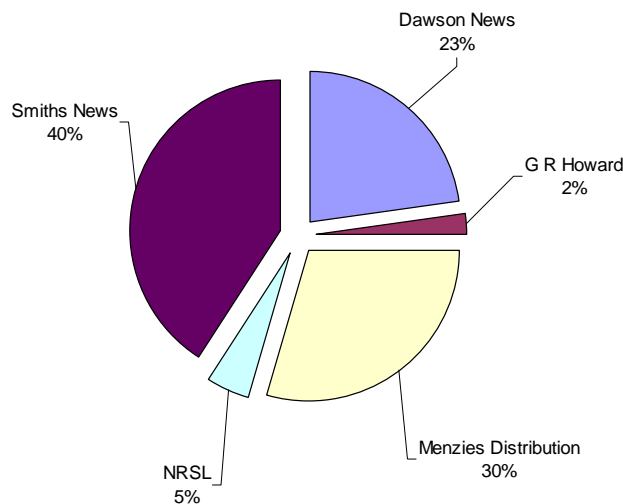
- 42%** Delivery – Timeliness
- 38%** Delivery – Quality
- 2%** Invoicing
- 4%** Order & Supply
- 4%** Unsold Management
- 1%** Voucher Processing
- 9%** Customer Service

Non ISSA Standards

There were no requests for ISSA complaint forms to be issued for non ISSA Standards:

Stage 1 – Complaints by Wholesaler

- *Complaint forms progressing through ISSA*



Stage 1 – Complaint Forms Issued by Wholesaler

Wholesaler Name	Wholesaler Area	Complaint forms Issued	Total complaints
Dawson News	Altham	3	22
	Barnstaple	1	
	Beckton	1	
	Brislington	3	
	Coventry	1	
	Harlow	1	
	Luton	7	
	Premier Park	1	
	Shrewsbury	3	
	Warrington	1	
G R Howard	Hemel Hempstead	1	1
Menzies Distribution	DNDS (Bermondsey)	2	29
	Bow	2	
	Bradford	1	
	Chester	3	
	Grays	7	
	Greenwich	1	
	Leeds	1	
	Newbridge	2	
	Norwich	4	
	Perth	2	
	Sheffield	1	
	Swansea	1	
	Weybridge	1	
	York	1	
NRSL	Bristol	2	2
Smiths News	Birmingham	1	25
	Blackpool	1	
	Borehamwood	4	
	Crawley	3	
	Kings Lynn	1	
	Manchester	5	
	Newcastle	1	
	Newport	1	
	Nottingham	1	
	Plymouth	1	
	Sheffield	1	
	Slough	1	
	Stockport	4	

This table includes details of complaint forms issued which have not been returned

Type of Complaint – by Branch

Wholesaler Name	Wholesaler Area	Type of complaint by Form Issued							
		Complaint forms Issued	Delivery - Timeliness	Delivery - Quality	Order & Supply Management	Unsold Management	Invoicing	Customer Service	Voucher Processing
Dawson News	Altham	3	3	3					
	Barnstaple	1	1	1					
	Beckton	1	1	1					
	Brislington	3	2	2	1				
	Coventry	1	1	1					
	Harlow	1	1	1					
	Luton	7	7	7					
	Premier Park	1	1	1					
	Shrewsbury	3	3	2					
	Warrington	1				1			
G R Howard	Hemel Hempstead	1	1	1					
Menzies Distribution	DNDS (Bermondsey)	2	2	2					
	Bow	2	2	1					
	Bradford	1	1	1					
	Chester	3	1	1	1	1	1	1	1
	Grays	7	5	6			1	1	
	Greenwich	1	1	1					
	Leeds	1	1	1					
	Newbridge	2				2		1	
	Norwich	4	4	4					
	Perth	2	1		1			1	1
	Sheffield	1		1	1				
	Swansea	1	1	1				1	
	Weybridge	1	1	1					
	York	1	1	1				1	
NRSL	Bristol	2	2	1					
Smiths News	Birmingham	1	1	1					
	Blackpool	1		1				1	
	Borehamwood	4	3	2	1	1	1	2	
	Crawley	3	3	2					
	Kings Lynn	1				1			
	Manchester	5	5	4				1	
	Newcastle	1	1						
	Newport	1			1			1	
	Nottingham	1	1	1				1	
	Plymouth	1	1	1				1	
	Sheffield	1	1	1					
	Slough	1	1	1				1	
	Stockport	4	4	4					

Non Returned Forms

Wholesale Name	Branch	Forms requested	Forms not returned by retailer
Dawson News	Altham	3	2
Dawson News	Barnstaple	1	1
Dawson News	Harlow	1	1
Dawson News	Luton	7	3
Dawson News	Premier Park	1	1
Dawson News	Shrewsbury	3	3
Dawson News	Warrington	1	1
Menzies Distribution	Bermondsey	2	1
Menzies Distribution	Bow	2	1
Menzies Distribution	Chester	3	2
Menzies Distribution	Grays	7	4
Menzies Distribution	Greenwich	1	1
Menzies Distribution	Newbridge	2	2
Menzies Distribution	Norwich	4	2
Menzies Distribution	Perth	1	1
Menzies Distribution	Sheffield	1	1
Menzies Distribution	Swansea	1	1
Smiths News	Borehamwood	4	1
Smiths News	Manchester	5	2
Smiths News	Nottingham	1	1
Smiths News	Slough	1	1
Smiths News	Stockport	1	2

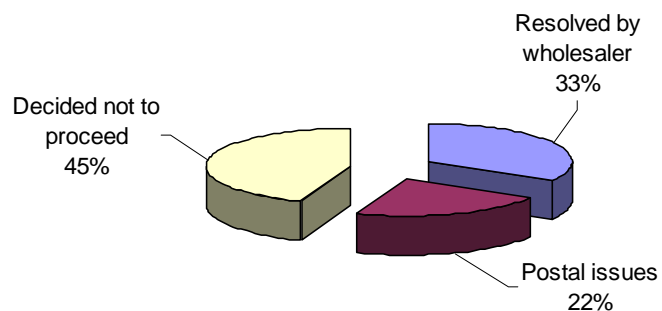
This table shows the number of non returned forms by branch – the highlighted information shows where the total number of forms requested were not completed.

Reasons for Non Returned Forms

As part of an initiative to receive feedback from retailers who are using the ISSA process every complaint form which is not returned is followed up by a phone call. This helps to discover if the retailers feel there are any underlying problems with the ISSA forms and their completion.

It was not possible to contact 49% of the retailers who requested the forms as they were unavailable.

Where it was able to be established retailers confirmed that 47% of the retailers concerns were resolved by the wholesaler. 32% of the complaint forms were not returned as the retailers were unable to complete the Complaint Form before its expiry date.



Stage 2

During March 2008 12 complaints were escalated to Stage 2. The arbitrator's decision found in favour of the retailer in eight of the complaints and for the wholesaler in the remaining four. Restitution was awarded in six of the decisions. Subsequently however, there have been three appeals against those decisions.

Stage 3

During March 2008 six complaints escalated to Stage 3 on appeal. The Stage 3 Panel upheld the decisions of the Stage 2 Arbitrators in all six cases.

Delivery - Timeliness

During March 2008 64 forms were issued concerning newspaper Delivery-Timeliness, of these 28 were returned.

28 of the wholesalers' responses attributed the late delivery to Publisher issues. These complaints were progressed within the ISSA process. Publishers awarded restitution, subject to their own guidelines, in three of the complaints. Seven complaints were escalated to Stage 2 of the ISSA process.

The arbitrator found in favour of the retailer in five of the complaints, and restitution was awarded in three of the decisions. Details of the decisions have been forwarded to the publishers concerned.
