

# ISSA Update

**Special Interest:**

- Fast Track Data
- Delivery - Timeliness

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## ISSA Complaints February 2008

During the month of February 2008 a total of 63 ISSA complaint forms generating 141 breaches of Standards were issued. These were allocated to a total of 36 houses.

90% of the complaint forms issued were for Newspaper related issues.

**Stage 1**

Retailers returned 31 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for not returning the forms were able to be established, retailers responded that 47% of the complaints had been withdrawn as being resolved by the wholesaler.

**Stage 2**

During this period 6

complaints were escalated to Stage 2.

**Stage 3**

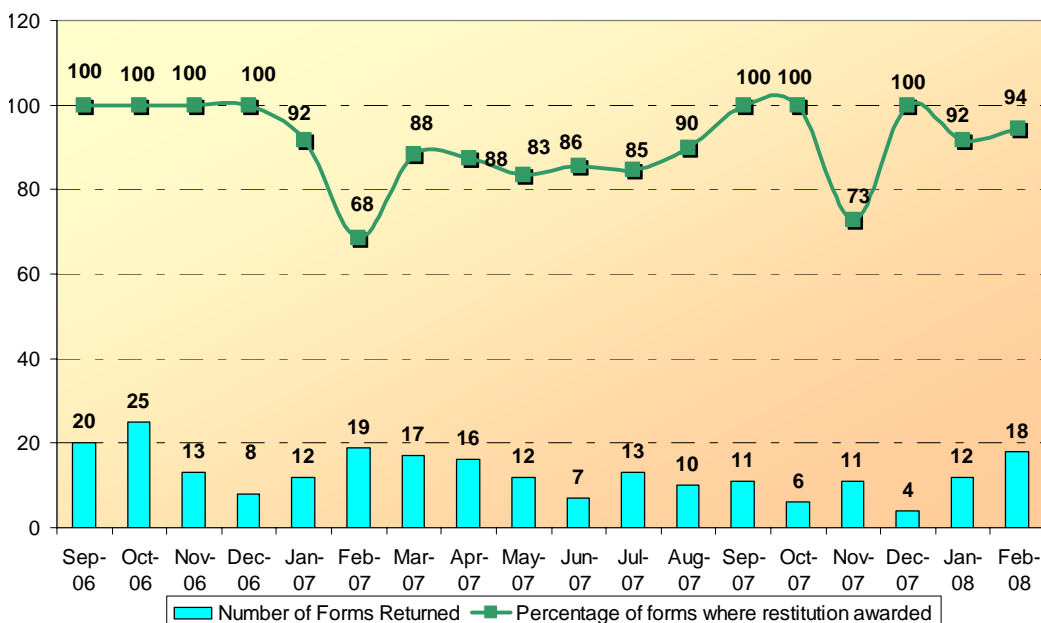
3 complaints progressed to Stage 3.

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

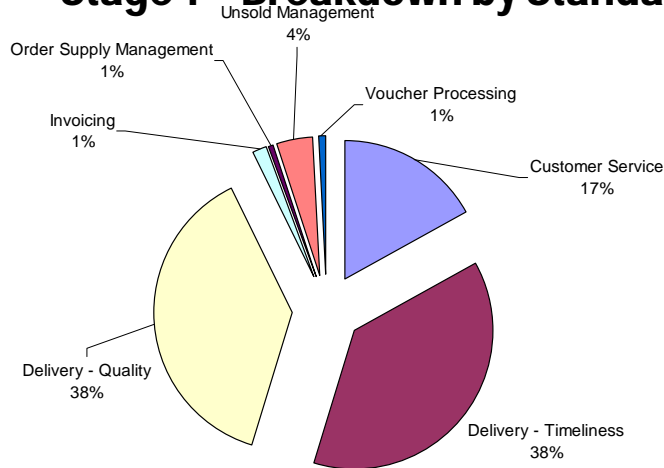
## Fast Track Data

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

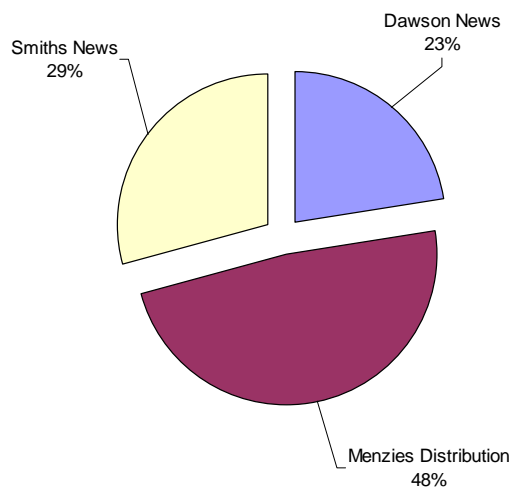
- 38%** Delivery – Timeliness
- 38%** Delivery – Quality
- 1%** Invoicing
- 1%** Order & Supply
- 4%** Unsold Management
- 1%** Voucher Processing
- 17%** Customer Service

### Non ISSA Standards

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

- *Complaint forms progressing through ISSA*

### Stage 1 – Complaints by Wholesaler



## Stage 1 – Complaint Forms Issued by Wholesaler

Wholesaler Name	Wholesaler Area	Complaint forms Issued	Total complaints
Dawson News	Altham	4	14
	Beckton	3	
	Brislington	1	
	Lincoln	1	
	Luton	2	
	Premier Park	1	
	Taunton	1	
	Yeovil	1	
Menzies Distribution	DNDS (Bermondsey)	5	29
	EM News (Belfast)	1	
	Bow	1	
	Bradford	3	
	Cambuslang	1	
	Grays	4	
	Leeds	3	
	Linwood	1	
	Newbridge	2	
	Norwich	1	
	Stockton	2	
	Swansea	3	
	Weybridge	1	
	York	1	
NRSL	Enfield	1	1
Smiths News	Bedford	1	18
	Borehamwood	3	
	Cambridge	1	
	Carmarthen	1	
	Crawley	1	
	Croydon	1	
	Liverpool	1	
	Manchester	3	
	Northampton	1	
	Reading	1	
	Slough	3	
	Stockport	1	
T Weller	Northfleet	1	1

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

## Type of Complaint – by Branch

Type of complaint by Form Issued

Wholesaler Name	Wholesaler Area	Complaint forms Issued	Delivery - Timeliness	Delivery - Quality	Order & Supply Management	Unsold Management	Invoicing	Customer Service	Voucher Processing
Dawson News	Altham	4	3	3				1	
	Beckton	3	3	3				2	
	Brislington	1				1		1	
	Lincoln	1	1	1				1	
	Luton	2	2	2					
	Premier Park	1					1		
	Taunton	1		1			1	1	
	Yeovil	1	1	1				1	
Menzies Distribution	DNDS (Bermondsey)	5	5	5					
	EM News (Belfast)	1	1	1				1	
	Bow	1	1	1					
	Bradford	3	3	3					
	Cambuslang	1	1	1				1	
	Grays	4	4	4				1	
	Leeds	3	3	3				1	
	Linwood	1				1			
	Newbridge	2	2	2				2	1
	Norwich	1	1	1					
	Stockton	2	1	2				1	
	Swansea	3	3	2		2		1	
	Weybridge	1	1	1				1	
	York	1	1	1				1	
NRSL	Enfield	1	1	1				1	
Smiths News	Bedford	1	1	1				1	
	Borehamwood	3	2	2				1	
	Cambridge	1	1	1					
	Carmarthen	1	1	1					
	Crawley	1			1				
	Croydon	1				1			
	Liverpool	1	1	1				1	
	Manchester	3	3	3					
	Northampton	1	1	1				1	
	Reading	1	1	1					
	Slough	3	2	2		1			
	Stockport	1	1	1				1	
T Weller	Northfleet	1	1	1				1	

## Non Returned Forms

Wholesale Name	Branch	Forms requested	Forms not returned by retailer
Dawson News	Altham	4	3
Dawson News	Beckton	3	1
Dawson News	Bristol - Brislington	1	1
Dawson News	Luton	2	1
Dawson News	Yeovil	1	1
DNDS	Bermondsey	5	4
Menzies Distribution	Bow	1	1
Menzies Distribution	Bradford	3	2
Menzies Distribution	Grays	4	2
Menzies Distribution	Linwood	1	1
Menzies Distribution	Norwich	1	1
Menzies Distribution	Stockton on Tees	2	1
Menzies Distribution	Swansea	3	1
Menzies Distribution	York	1	1
NRSL	Enfield	1	1
Smiths News	Cambridge	1	1
Smiths News	Carmarthen	1	1
Smiths News	Croydon	1	1
Smiths News	Manchester	3	1
Smiths News	Northampton	1	1
Smiths News	Reading	1	1
Smiths News	Slough	3	3
T Weller	Northfleet	1	1

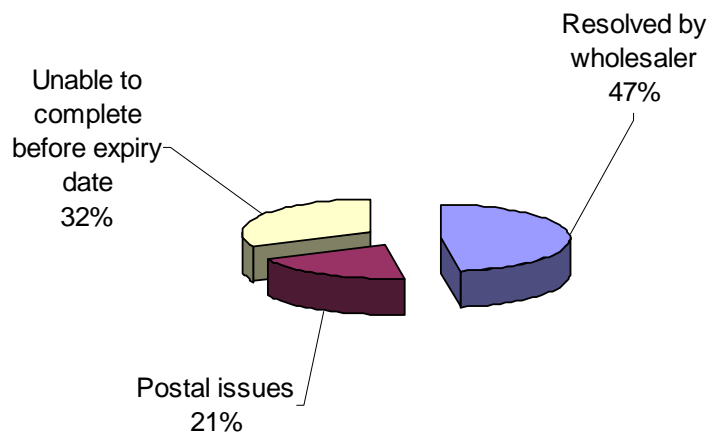
*This table shows the number of non returned forms by branch – the highlighted information shows where the total number of forms requested were not completed.*

## 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 41% 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 February 2008 six complaints were escalated to Stage 2. The arbitrator's decision found in favour of the wholesaler in three of the complaints and for the retailers in the remaining three. Subsequently however, there have been four appeals against those decisions.

## Stage 3

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

## Delivery - Timeliness

During February 2008 53 forms were issued concerning newspaper Delivery-Timeliness, of these 26 were returned.

13 of the wholesalers' responses attributed the late delivery to Publisher issues. These complaints are being progressed within the ISSA process.

### Lateness of Delivery

