

# ISSA Update

**Special Interest:**

- Fast Track Data
- Delivery - Timeliness

**Inside:**

Stage 1	2
Stage 2 and 3	5

## ISSA Complaints April 2008

During the month of April 2008 a total of 31 ISSA complaint forms generating 65 breaches of Standards were issued. These were allocated to a total of 22 houses.

71% of the complaint forms issued were for Newspaper related issues.

**Stage 1**

Retailers returned 19 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for not returning the forms were able to be established, retailers responded that 62% of the complaints had been withdrawn as being resolved by the wholesaler.

**Stage 2**

During this period 3

complaints were escalated to Stage 2.

**Stage 3**

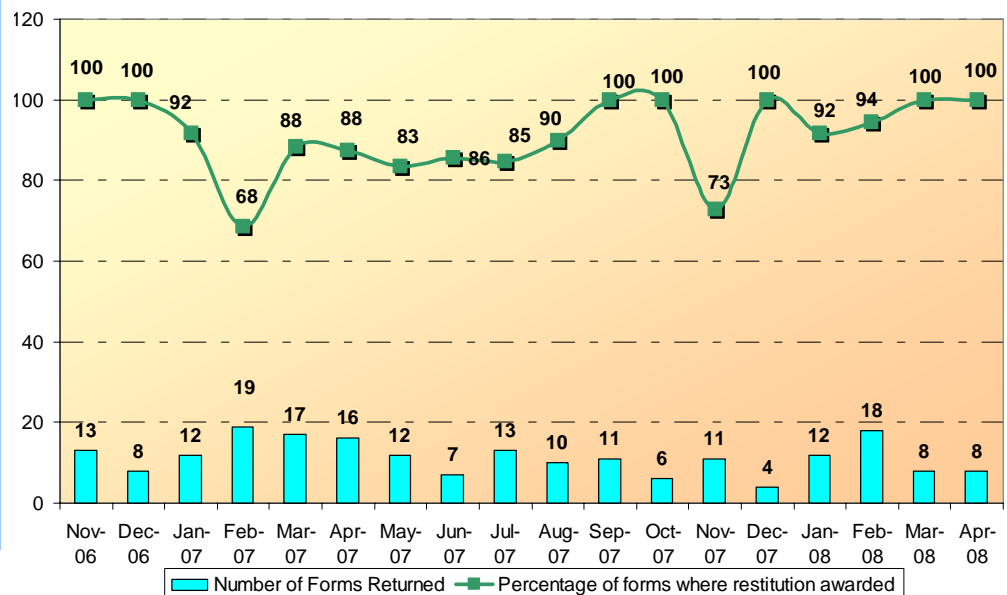
2 complaints progressed to Stage 3.

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

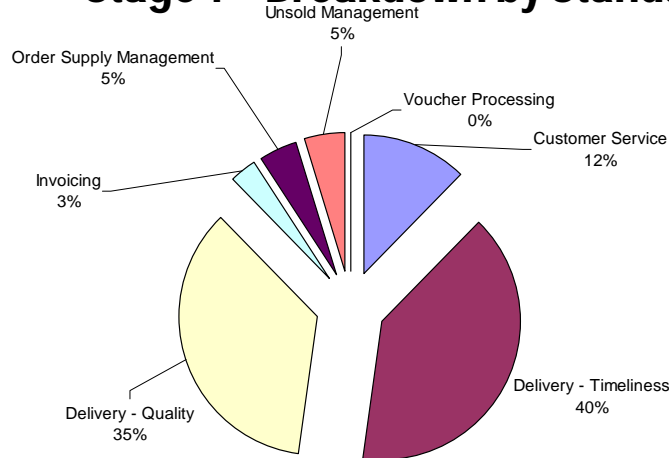
## Fast Track Data

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

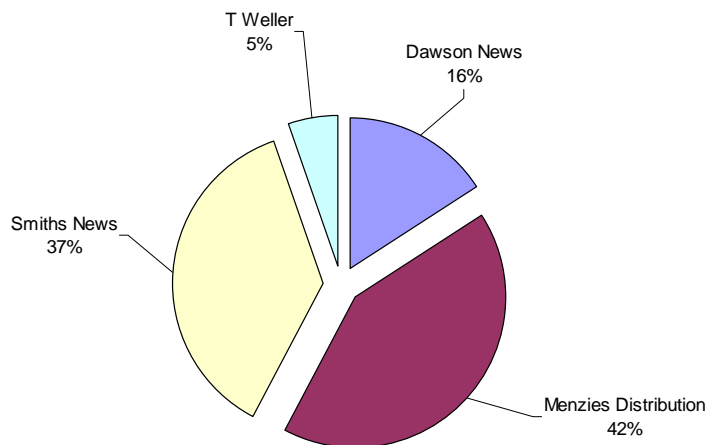
- 40%** Delivery – Timeliness
- 35%** Delivery – Quality
- 3%** Invoicing
- 5%** Order & Supply
- 5%** Unsold Management
- 0%** Voucher Processing
- 12%** Customer Service

### 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	Aberystwyth	1	7
	Brislington	1	
	Luton	3	
	Shrewsbury	1	
	Solent SD	1	
Menzies Distribution	DNDS (Bermondsey)	1	12
	Bow	1	
	Cambuslang	1	
	Chester	1	
	Dumfries	1	
	Grays	2	
	Greenwich	1	
	Inverness	1	
	Leeds	1	
	Norwich	1	
	York	1	
Smiths News	Borehamwood	2	11
	Crawley	6	
	Newcastle	1	
	Newton Abbot	1	
	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

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	Aberystwyth	1	1	1				1	
	Brislington	1					1		
	Luton	3	3	3					
	Shrewsbury	1	1	1					
	Solent SD	1	1	1				1	
Menzies Distribution	DNDS (Bermondsey)	1			1				
	Bow	1	1	1					
	Cambuslang	1	1	1					
	Chester	1	1	1				1	
	Dumfries	1			1				
	Grays	2	1	2		1			
	Greenwich	1	1	1					
	Inverness	1	1	1				1	
	Leeds	1	1	1					
	Norwich	1	1	1					
	York	1	1	1					
Smiths News	Borehamwood	2	2	2		1			
	Crawley	6	5	2	1	1	1	1	
	Newcastle	1	1	1				3	
	Newton Abbot	1	1	1					
	Stockport	1	1						
T Weller	Northfleet	1	1	1					

## Non Returned Forms

*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.*

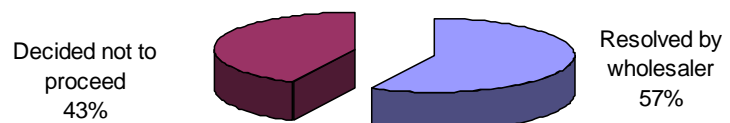
Wholesale Name	Branch	Forms requested	Forms not returned by retailer
Dawson News	Bristol - Brislington	1	1
Dawson News	Luton	3	2
Menzies Distribution	Bow	1	1
Menzies Distribution	Cambuslang	1	1
Menzies Distribution	Chester	1	1
Menzies Distribution	Dumfries	1	1
Smiths News	Borehamwood	2	1
Smiths News	Crawley	6	2
Smiths News	Newton Abbott	1	1
Solent SD	Southampton	1	1

## 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 42% of the retailers who requested the forms as they were unavailable.

Where it was able to be established retailers confirmed that 57% of the retailers concerns were resolved by the wholesaler. The remaining 43% of the complaint forms were not returned as the retailers decided not to proceed with the complaint.



## Stage 2

During April 2008 three complaints was escalated to Stage 2. The arbitrator's decision found in favour of the wholesaler in two of the complaints and for the retailer in the remainder. Subsequently however, there have been two appeals against those decisions.

## Stage 3

During April 2008 one complaint was escalated to Stage 3 on appeal. The panel upheld the decision of the stage 2 Arbitrator in favour or the retailer.

## Delivery - Timeliness

During April 2008 25 forms were issued concerning newspaper Delivery-Timeliness, of these 15 were returned.

11 of the wholesalers' responses attributed the late delivery to Publisher issues. These complaints are being progressed within the ISSA process. At present no restitution has been awarded by the Publishers concerned. At present no requests have been received to escalate the complaints to arbitration.

### Lateness of Delivery

