

ISSA Update

Special Interest:

- Delivery - Timeliness

Inside:

Stage 1	2
Stage 2 and 3	5

ISSA Complaints January 2010

During the month of January 2010 a total of 16 ISSA complaint forms, generating 44 breaches of Standards, were issued. These were allocated to a total of 14 houses.

69% of the complaint forms issued were for Newspaper related issues.

Stage 1

Retailers returned 10 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for not returning the forms were able to be established, all retailers responded that 80% of the complaints had been withdrawn as they had been resolved by the wholesaler.

Stage 2

During this period 1 complaints were escalated to Stage 2.

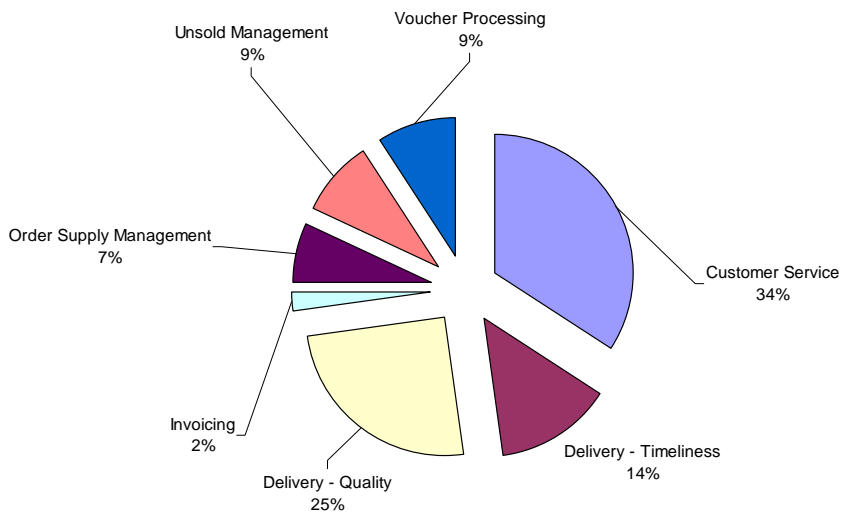
Stage 3

2 complaints were progressed to Stage 3. There were no FODI appeals, and no Newspaper Publisher/Wholesaler or Magazine Publisher/Wholesaler standards complaint forms were issued.

Requests for Non ISSA Standards

There were no requests for ISSA complaint forms to be issued for non ISSA Standards. Although, there were 2 requests for complaint forms for a distributor/wholesaler not affiliated to the ANMW.

Stage 1 – Breakdown by Standard

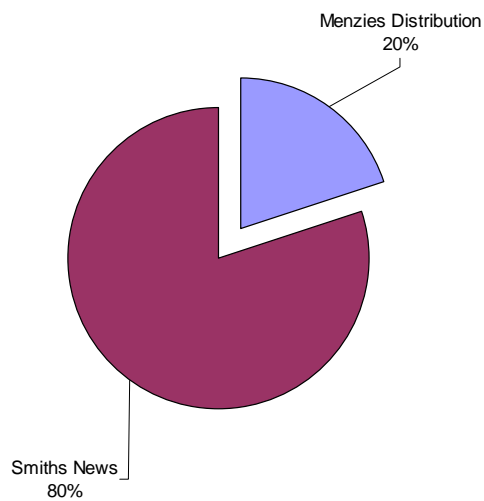


Breakdown of Breaches of Standards

- 14% Delivery – Timeliness
- 25% Delivery – Quality
- 2% Invoicing
- 7% Order & Supply
- 9% Unsold Management
- 9% Voucher Processing
- 34% Customer Service

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- 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
Menzies Distribution	Aberdeen	1	
	Cambuslang	1	
	Maidstone	2	
	Preston	1	5
Smiths News	Bolton	1	
	Bristol North	1	
	Hammersmith	1	
	Harlow	1	
	Lancing	1	
	Newcastle	2	
	Nottingham	1	
	Oxford	1	
	Plymouth	1	
Stockport	1	11	

These tables include 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
Menzies Distribution	Aberdeen	1	1	1				1	
	Cambuslang	1		1		1		1	
	Maidstone	2	2	2				2	
	Preston	1				1		1	
Smiths News	Bolton	1							1
	Bristol North	1	1	1			1	1	
	Hammersmith	1	1	1				1	
	Harlow	1		1				1	1
	Lancing	1						1	1
	Newcastle	2		1	1	1		2	1
	Nottingham	1		1	1			1	
	Oxford	1	1	1				1	
	Plymouth	1		1	1			1	
Stockport	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.

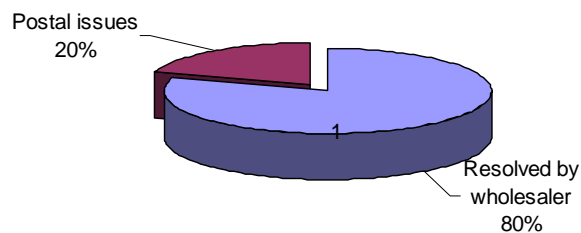
Wholesale Name	Branch	Forms requested	Forms not returned by retailer
Menzies Distribution	Aberdeen	1	1
Menzies Distribution	Maidstone	2	1
Menzies Distribution	Preston	1	1
Smiths News	Bristol - North	1	1
Smiths News	Nottingham	1	1
Smiths News	Oxford	1	1

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 possible to contact 83% of the retailers who requested the forms as the others were unavailable.

Where it was able to be established retailers confirmed that 80% of the retailers concerns were resolved by the wholesaler.



Stage 2

During January 2010 one complaint was escalated to Stage 2. The arbitrator determined the complaint and found in favour of the retailer. There has been no subsequent appeal for escalation to Stage 3.

Stage 3

During January 2010 two complaints were escalated, on appeal, to the final stage of the ISSA process. The panel upheld the decisions of the Stage 2 arbitrators, in favour of the wholesaler, in both cases.

Delivery - Timeliness

During January 2010 a total of 5 Complaint Forms were issued for Newspaper Delivery-Timeliness, of these 3 were returned.

None of the wholesalers' responses indicated that late inbound delivery contributed to the lateness of delivery.

Lateness of Delivery

