

ISSA Update

Special Interest:

- Fast Track Data
- Delivery - Timeliness

Inside:

Stage 1	2
Stage 2 and 3	5

ISSA Complaints July 2009

During the month of July 2009 a total of 22 ISSA complaint forms generating 57 breaches of Standards were issued. These were allocated to a total of 17 houses.

77% of the complaint forms issued were for Newspaper related issues.

Stage 1

Retailers returned 17 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for not returning the forms were able to be established, 50% of retailers responded that the complaints had been withdrawn as they had been resolved by the wholesaler.

Stage 2

During this period no complaints were escalated to Stage 2.

Stage 3

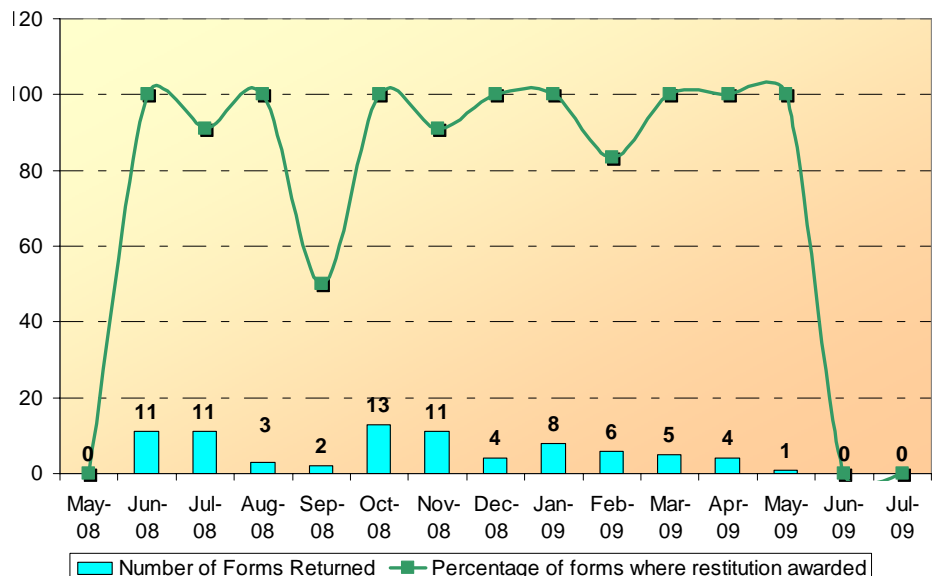
No complaints progressed to Stage 3.

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

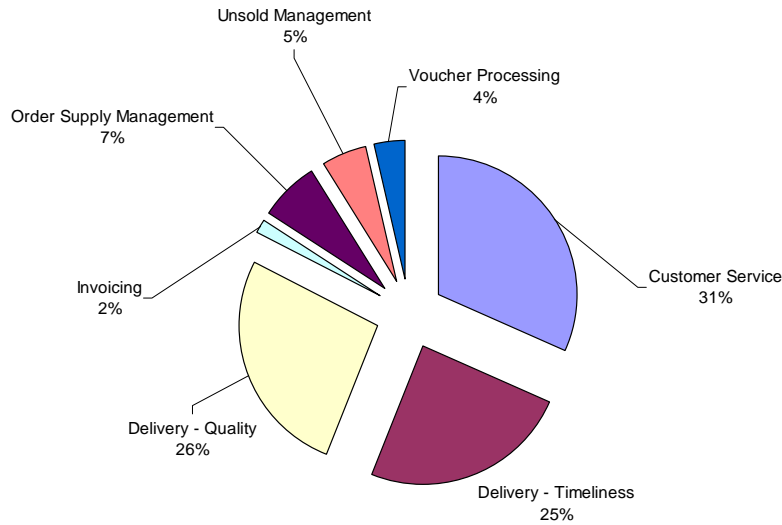
Fast Track Data

The ANMW has 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

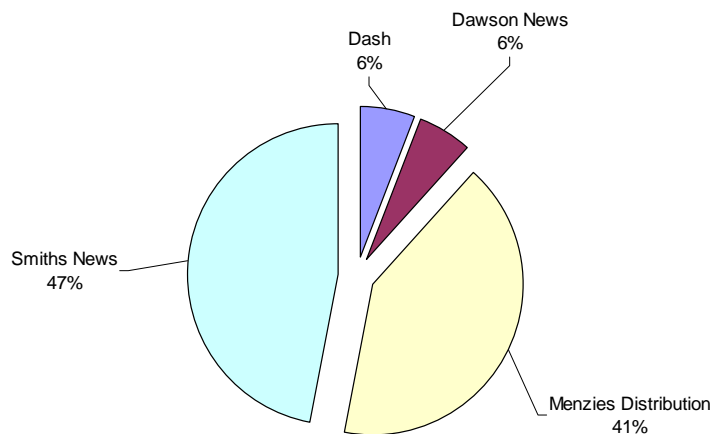
- 25% Delivery – Timeliness
- 26% Delivery – Quality
- 2% Invoicing
- 7% Order & Supply
- 5% Unsold Management
- 4% Voucher Processing
- 31% Customer Service

Non ISSA Standards

There were no requests for ISSA complaint form 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
Dash	Taunton	1	1
Dawson News	Premier Park	1	1
Menzies Distribution	Bow	1	
	Cambuslang	2	
	EM News (Belfast)	3	
	Grays	1	
	Linwood	1	
	Sheffield	1	9
Smiths News	Birmingham	1	
	Cambridge	1	
	Hammersmith	1	
	Newport	1	
	Northampton	3	
	Plymouth	1	
	Reading	1	
	Slough	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
Dash	Taunton	1	1	1				1	
Dawson News	Premier Park	1	1	1				1	
Menzies Distribution	Bow	1		1	1	1	1	1	
	Cambuslang	2	2	2				2	
	EM News (Belfast)	3	3	3				3	
	Grays	1	1	1				1	
	Linwood	1	1	1					
	Sheffield	1			1			1	
Smiths News	Birmingham	1							1
	Cambridge	1			1				
	Hammersmith	1	1	1				1	
	Newport	1	1	1				1	
	Northampton	3				2		2	1
	Plymouth	1			1			1	
	Reading	1	1	1				1	
	Slough	1	1	1				1	
	Stockport	1	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.

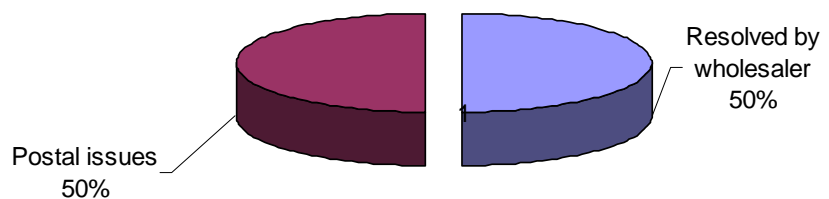
Wholesale Name	Branch	Forms requested	Forms not returned by retailer
Menzies Distribution	Bow	1	1
Menzies Distribution	Cambuslang	2	1
Smiths News	Northampton	3	2
Smiths News	Stockport	1	1

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 only possible to contact 40% of the retailers who requested the forms as the others were unavailable.

Where it was able to be established retailers confirmed that the 50% of the retailers concerns were resolved by the wholesaler.



Stage 2

During July 2009 no complaints were escalated to Stage 2.

Stage 3

During July 2009 no complaints were escalated, on appeal, to Stage 3.

Delivery - Timeliness

During July 2009 a total of 14 Complaint Forms were issued for Newspaper Delivery-Timeliness, of these 9 were returned.

One of the wholesalers' responses indicated that late inbound delivery to contributed to the lateness of delivery.

