

# ISSA Update

**Special Interest:**

- Fast Track Data
- Delivery - Timeliness

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## ISSA Complaints August – September 2009

During the months of August and September 2009 a total of 17 ISSA complaint forms, which generated 57 breaches of Standards, were issued. The complaint forms were allocated to a total of 13 houses.

59% of the complaint forms issued were for Newspaper related issues.

5 retailers were advised to contact publishers direct to use the NPA Fast Track Restitution process.

**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for not returning the forms were able to be established, all the retailers responded that the complaints had been withdrawn as they had been resolved by the wholesaler.

**Stage 2**

During this period 4 complaints were escalated to Stage 2.

**Stage 3**

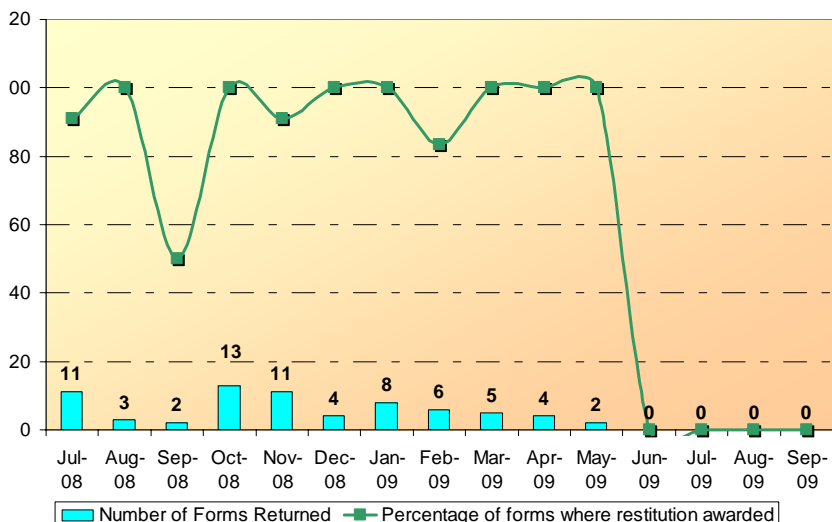
1 complaint progressed to Stage 3.

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

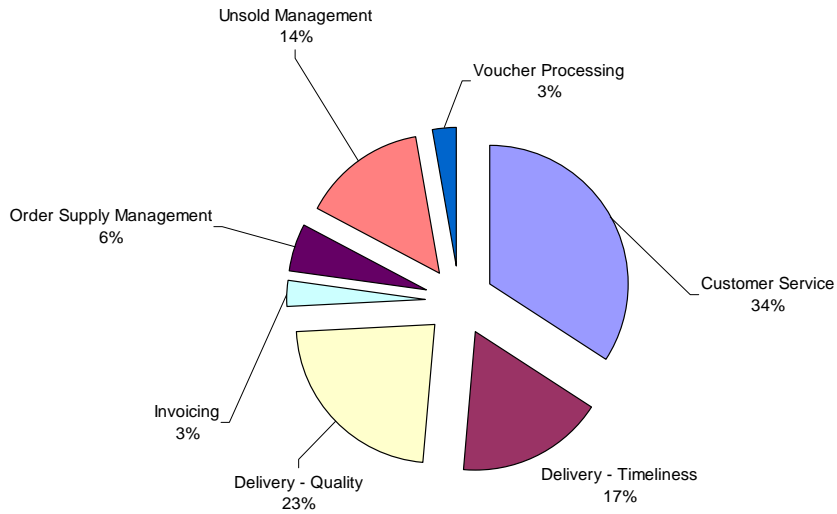
### Fast Track Data

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

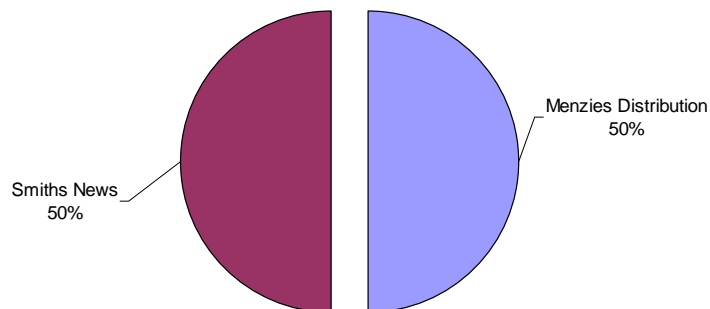
- 17% Delivery – Timeliness
- 23% Delivery – Quality
- 3% Invoicing
- 6% Order & Supply
- 14% Unsold Management
- 3% Voucher Processing
- 34% Customer Service

### 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
Menzies Distribution	DNDS (Bermondsey)	1	
	Cambuslang	1	
	Grays	1	
	Leeds	1	
	Linwood	1	
	York	2	7
Smiths News	Borehamwood	1	
	Cambridge	2	
	Coventry	1	
	Crawley	2	
	Liverpool	2	
	Slough	1	
	Wimbledon	1	10

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	DNDS (Bermondsey)	1							1
	Cambuslang	1	1	1		1		1	
	Grays	1	1	1				1	
	Leeds	1	1	1				1	
	Linwood	1	1	1				1	
	York	2				2			
Smiths News	Borehamwood	1				1		1	
	Cambridge	2			2			1	
	Coventry	1					1	1	
	Crawley	2				1		1	
	Liverpool	2		2				2	
	Slough	1	1	1				1	
	Wimbledon	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.*

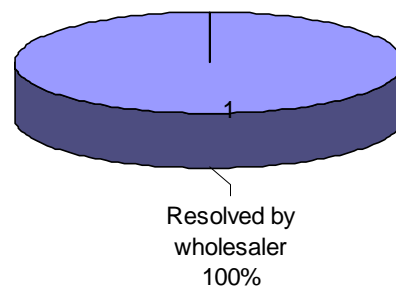
Wholesale Name	Branch	Forms requested	Forms not returned by retailer
Menzies Distribution	York	2	2
Smiths News	Borehamwood	1	1
Smiths News	Coventry	1	1
Smiths News	Crawley	2	1
Smiths News	Liverpool	2	2

## 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.

86% of the retailers who requested the forms were contacted as the others were unavailable.

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



## Stage 2

During August and September 2009 4 complaints were escalated to Stage 2. The arbitrators have completed their determination of the complaints and found in favour of the wholesalers in all 4 complaints. Restitution was sought, but not awarded, in all of the complaints. Subsequently, 1 of the complaints has been escalated, on appeal, to the final stage of the process.

## Stage 3

During August and September 2009, 1 complaint was escalated, on appeal, to Stage 3.

## Delivery - Timeliness

During August and September 2009, 5 Complaint Forms were issued for breaches of Newspaper Delivery-Timeliness, of these all were returned.

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

### Lateness of Delivery

