

ISSA Update

Special Interest:

- Fast Track Data
- Delivery - Timeliness

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ISSA Complaints October 2009

During the month of October 2009 a total of 21 ISSA complaint forms, generating 63 breaches of Standards, were issued. These were allocated to a total of 15 houses.

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

Stage 1

Retailers returned 11 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for not returning the forms were able to be established, 83% of retailers responded that the complaints had been withdrawn as they had been resolved by the wholesaler.

Stage 2

During this period 1 complaint was escalated to Stage 2.

Stage 3

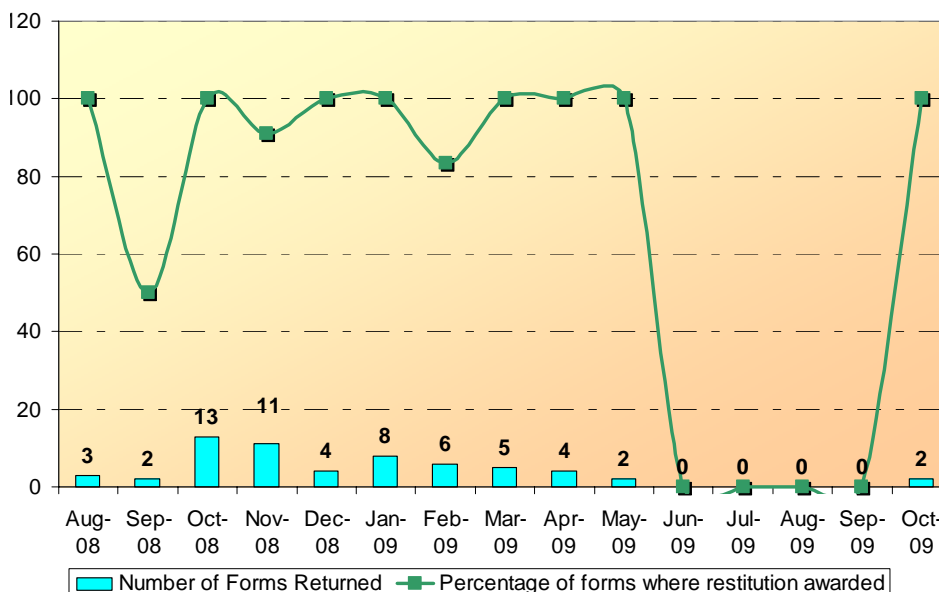
3 complaints progressed to Stage 3.

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

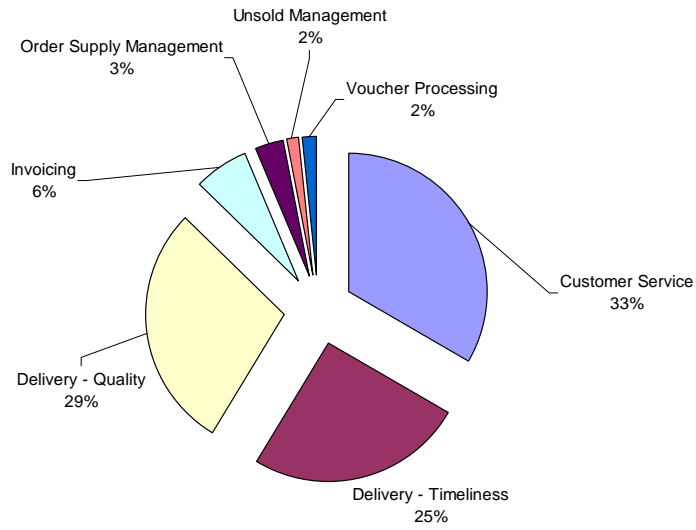
Fast Track Data

The ANMW 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

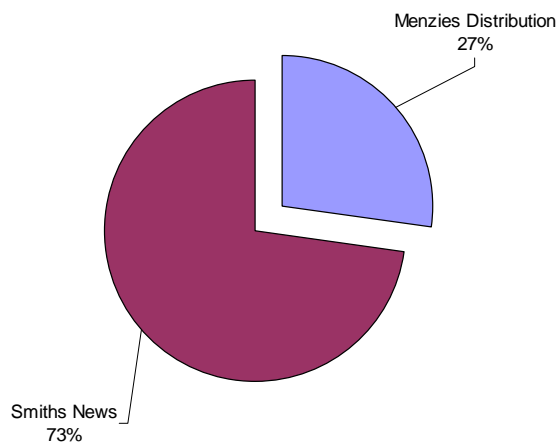
- 25% Delivery – Timeliness
- 29% Delivery – Quality
- 6% Invoicing
- 3% Order & Supply
- 2% Unsold Management
- 2% Voucher Processing
- 33% Customer Service

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
Menzies Distribution	Cambuslang	1	
	Chester	1	
	Grays	1	
	Maidstone	1	
	Preston	5	
	Tonbridge	1	
	Weybridge	1	11
Smiths News	Bolton	1	
	Hammersmith	2	
	Harlow	1	
	Leicester	1	
	Northampton	1	
	Peterborough	2	
	Slough	1	
	Stevenage	1	10

These tables include details of complaint forms issued which have not been returned

Type of Complaint – by Branch

Wholesaler Name	Wholesaler Area	Complaint forms Issued	Delivery - Timeliness	Delivery - Quality	Order & Supply Management	Unsold Management	Invoicing	Customer Service	Voucher Processing
Menzies Distribution	Cambuslang	1	1	1				1	
	Chester	1	1	1				1	
	Grays	1	1	1				1	
	Maidstone	1	1	1				1	
	Preston	5	4	5		1		5	
	Tonbridge	1	1	1				1	
	Weybridge	1	1	1				1	
Smiths News	Bolton	1					1	1	
	Hammersmith	2	2	2			1	2	
	Harlow	1	1	1				1	
	Leicester	1			1			1	
	Northampton	1		1			1	1	
	Peterborough	2	1	1			1	2	1
	Slough	1	1	1	1			1	
	Stevenage	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.

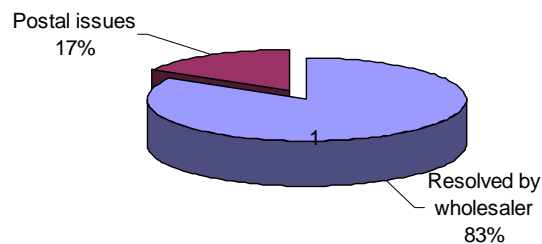
Wholesale Name	Branch	Forms requested	Forms not returned by retailer
Menzies Distribution	Grays	1	1
Menzies Distribution	Maidstone	1	1
Menzies Distribution	Preston	5	5
Menzies Distribution	Tonbridge	1	1
Smiths News	Northampton	1	1
Smiths News	Peterborough	2	1

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 60% of the retailers who requested the forms as the others were unavailable.

Where it was able to be established retailers confirmed that the 83% of the retailers concerns were resolved by the wholesaler.



Stage 2

During October 2009 1 complaint was escalated to Stage 2. The arbitrator has completed his determination of the complaint and found in favour of the retailer. Restitution was sought, although not awarded. Subsequently, the complaint has been escalated to Stage 3, on appeal, to the final stage of the process.

Stage 3

During October 2009 3 complaints were escalated, on appeal, to Stage 3. The panel upheld the decisions of the Stage 2 Arbitrators in all 3 appeals.

Delivery - Timeliness

During October 2009 a total of 14 Complaint Forms were issued for Newspaper Delivery-Timeliness, of these 7 were returned.

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

Lateness of Delivery

