

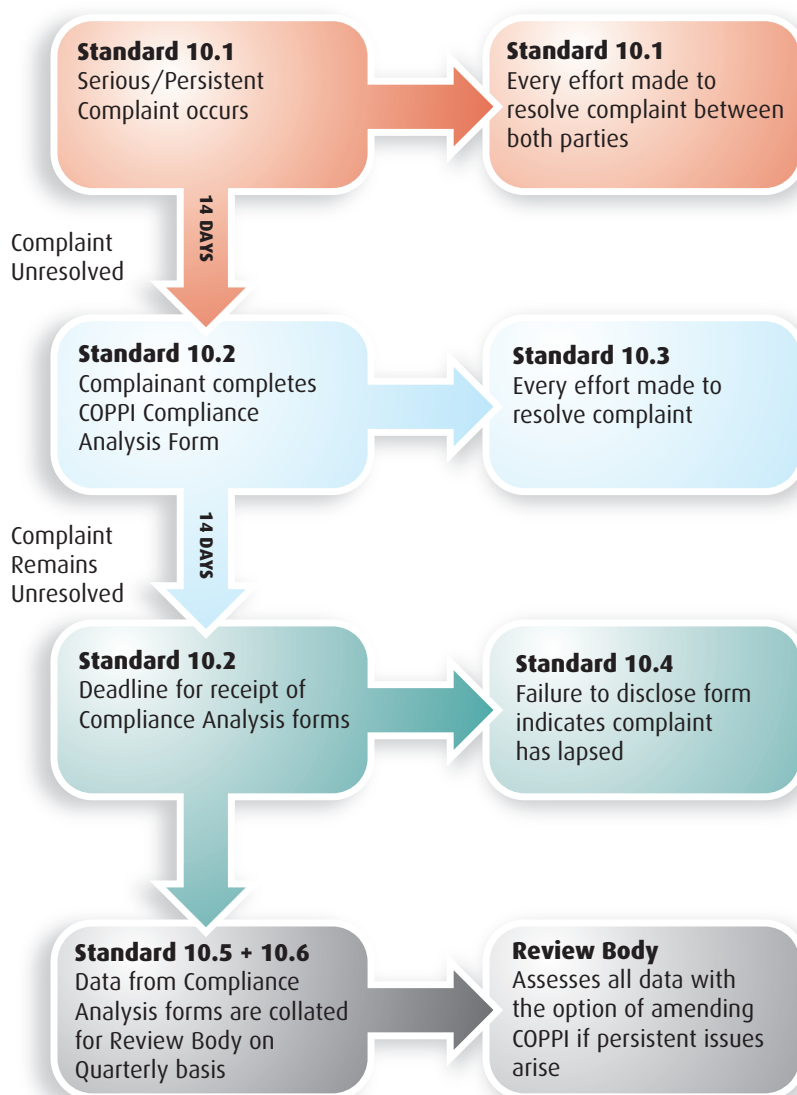
INTRODUCTION / COMPLAINTS FLOW CHART

COPPI outlines the level of service that publishers and wholesalers will provide to retailers – this, in turn, will enable them to provide their customers with optimum access to all newspapers and magazines.

The Review Body has responsibility for monitoring each performance area within the supply chain so that accountability and enhanced performance management can be achieved. To aid this monitoring the Review Body has compiled a “Compliance Analysis Form” to ensure that complaints are reviewed and scrutinised within the industry. **The Review Body does not adjudicate on individual complaints.**

This compliance analysis form is designed to provide statistical analysis for the Review Body so that improvements and/or amendments can be made to COPPI and ESPI. The compliance analysis form is also part of the Compliance and Complaints standard 10.2 in COPPI. Where a complaint escalates to a point where procedure 10.2 is activated, trade associations and affected parties must keep records of all registered compliance analysis forms which will be sent to Review Body co-ordinator.

Before completing this form please ensure that you have reviewed COPPI, in particular section 10 – Compliance and Complaints.



Code Of Practice for the Press Industry (COPPI) Compliance Analysis Form

COPPI FORM

The performance of the joint industry protocols – Code of Practice for the Press Industry (COPPI) and Environment Standards for the Press Industry (ESPI) are overseen by the Press Industry Review Body who produce an annual report for the Joint Industry Committee (JIC).

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Before completing this form please ensure that you have reviewed COPPI, in particular section 10 – Compliance and Complaints.

Customer Name: *

Address: *

Town / City: *

County: *

Telephone: *

Email:

Supplier Account Number: *

Date of submission: *

 /

Complaint made against: *

Address: *

Contact name with whom complaint was made: *

Details of complaint: *

Complaint Type as per COPPI, please reference individual COPPI standard where appropriate: *

COPPI Standards	Individual standard e.g 8.8
1.1 - 1.3 Terms and Conditions of Supply	<input type="text"/>
2.1 - 2.5 Supply Management	<input type="text"/>
3.1 - 3.5 Delivery Timeframes	<input type="text"/>
4.1 - 4.15 Delivery Standards	<input type="text"/>
5.1 - 5.9 Unsolds Returns Management	<input type="text"/>
6.1 - 6.9 Customer Service	<input type="text"/>
7. 1 - 7.9 Communications	<input type="text"/>
8.1 - 8.10 Invoicing and Payment	<input type="text"/>
9.1 - 9.6 IT Utilisation	<input type="text"/>

Complaint active or resolved:

active

resolved

Feedback Reference Number:

*** denotes mandatory field**