

PCC Customer Feedback Survey Results

A survey is made by the PCC on complainant satisfaction. We seek to survey all complainants who receive a decision. The results below were received between 01 January and 30 June 2011.

ABOUT THE COMPLAINANT:

Where do you live?

	%
England	89%
Ireland	1%
Scotland	2%
Wales	7%
RoW	1%
No opinion	
Total	100%

How old are you?

	%
Under 30	11%
30 - 50	38%
51 - 70	40%
71 and over	10%
No opinion	1%
Total	100%

Before making your complaint, how did you find out about the PCC?

	%
Already knew about it	67%
Internet search	17%
Newspaper / Magazine	7%
Other	9%
No opinion	
Total	100%

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Was your complaint about an article that made reference to you personally?

	%
Yes	33%
No	66%
No opinion	1%
Total	100%

Was the publication you complained about one you regularly read?

	%
Yes	70%
No	30%
No opinion	
Total	100%

PCC INFORMATION:

Helpfulness of information on PCC Website?

	%
0	
1	3%
2	2%
3	10%
4	32%
5	28%
No opinion	25%
Total	100%

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Ease of use and navigation of PCC website?

	%
0	
1	3%
2	3%
3	24%
4	20%
5	24%
No opinion	26%
Total	100%

How would you rate the member of staff you spoke with on the telephone before making your complaint?

	%
0	
1	
2	1%
3	5%
4	6%
5	17%
No opinion	71%
Total	100%

How would you rate the clarity of the information in our booklets?

	%
0	
1	1%
2	3%
3	10%
4	10%
5	11%
No opinion	65%
Total	100%

HANDLING OF COMPLAINTS:

How thoroughly was your complaint dealt with?

	%
Very well	37%
Well	20%
Satisfactorily	18%
Poorly	13%
Terribly	7%
No opinion	5%
Total	100%

How well did our staff keep you updated with progress?

	%
Very well	31%
Well	22%
Satisfactorily	26%
Poorly	18%
Terribly	1%
No opinion	2%
Total	100%

Was the overall time taken to deal with your complaint?

	%
Far too quick	3%
A little too quick	
About right	66%
A little too slow	23%
Far too slow	7%
No opinion	1%
Total	100%

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Overall how helpful were PCC staff?

	%
Very helpful	38%
Helpful	24%
Satisfactory	21%
Unhelpful	3%
Very unhelpful	3%
No opinion	11%
Total	100%

Overall how do you consider your complaint was handled?

	%
Very well	29%
Well	18%
Satisfactorily	22%
Poorly	15%
Terribly	13%
No opinion	3%
Total	100%