

PRESS COMPLAINTS COMMISSION CUSTOMER FEEDBACK

Our commitment is to offer the best possible service to all those who complain to us. In order to help us assess whether we are honouring this commitment and maintaining the high standards that we have set in our Complainants' Charter, we would be grateful if you could take the time to respond to the following questions

1. The outcome of your complaint:

This section relates to the decision made by the Commission on your complaint or any remedy negotiated by our staff.

*** Overall how do you feel about the outcome of your complaint or the decision that has been made?**

Satisfied

Disappointed but understand the reasons

Disappointed and cannot really understand the reasons

*** Is there anything you would like to add about the outcome?**

2. Information:

This section concerns the quality of information you may have received about the PCC.

*** If you used the PCC website before making your complaint, on a scale of 0-10 (0 being the lowest and 10 the highest) how would you rate it?**

Do you have any comments about our website?

*** If you spoke to a member of PCC staff on our PCC Helpline before making your complaint, on a scale of 0-10 (0 being the lowest and 10 the highest) how would you rate the service you received?**

Do you have any comments about our Helpline?

*** How clear was the PCC's printed information? Please rate on a scale of 0-10 (0 being the lowest and 10 the highest).**

Do you have any comments about our printed information?

Please turn over

3. Handling of complaints:

This section concerns the way in which your complaint was handled by the PCC's full-time staff, rather than the outcome of your complaint.

* **How thoroughly do you think your complaint was dealt with?**

- Very thoroughly
- Thoroughly
- Not at all thoroughly

* **Do you think the time it took to deal with your complaint was:**

- Too quick
- About right
- Too slow

* **Overall, how do you consider your complaint was handled?**

- Very satisfactorily
- Satisfactorily
- Unsatisfactorily
- Very unsatisfactorily

* **How helpful were the members of staff who dealt with your complaint on a scale of 0-10 (0 being the lowest and 10 the highest)?**

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Do you have any comments about our staff?

* **On a scale of 0-10 (0 being the lowest and 10 the highest), how would you rate the overall service that you received from the Commission.**

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If you have any comments regarding your experience of the complaints handling process then please let us know.

This survey is anonymous and your answers will have no bearing on any further contact you might have with the Commission. Please return the completed form in the freepost envelope provided.