

**PCC website ([www.pcc.org.uk](http://www.pcc.org.uk))**

In addition to an introduction and explanation of what the Press Complaints Commission is and how it works, the existing PCC website provides three key areas of information:

- A searchable public record of PCC rulings;
- Information about the complaints process (including the option to make a complaint via an online form);
- Information about our communications, events, outreach work and training.

Cases are added to the site on a daily basis and are featured on the homepage in the 'latest news' section. Members of the Inquiry may wish to browse through the complaints via the following links:

- Adjudicated complaints: <http://www.pcc.org.uk/cases/adjudicated.html>
- Resolved complaints: <http://www.pcc.org.uk/case/resolved.html>

Resolved and adjudicated cases can also be accessed via a search facility, which enables the reader to search the following features of a case:

- Publication title;
- Clause(s) of the Editors' Code of Practice;
- PCC decision (i.e. whether it was resolved or adjudicated);
- Whether or not it was a complaint about editorial audio-visual material;
- Keyword (as appropriate).

This 'advanced search' facility is available via a link in the top right corner of the homepage.

We have been working on a major project to completely overhaul the website which will categorise complaints by the date which they were concluded by the PCC. More information about this is given below. Until December 2009, complaints were tagged by a PCC biannual report number (hard copies of which have been made available to members of the Inquiry). More recent complaints are now tagged on the website with the date that they were concluded.

Approximately two years ago, we began publishing monthly complaints summaries (uploaded as pdf documents) in order to provide as much information as we can about all complaints handled by the Commission. These provide a short summary of *every* complaint concluded by the PCC in a given month, including those that are found not to raise a breach of the Code, those that are outside the Commission's remit, and those that are not pursued by the complainant. These monthly summaries are available at <http://www.pcc.org.uk/cases/monthlysummaries.html>

The new website project we are working on will enable all the information contained in these summaries to be captured by the advanced search facility, in order to provide a more integrated set of data.

Other parts of the current site that might be of particular interest are:

- Making a complaint: <http://www.pcc.org.uk/complaints/makingacomplaint.html>
- Advice on particular areas of the Editors' Code: [http://www.pcc.org.uk/code/advice\\_for\\_complainants.html](http://www.pcc.org.uk/code/advice_for_complainants.html)
- Press releases: <http://www.pcc.org.uk/news/press.html>
- External relations: <http://www.pcc.org.uk/externalrelations/index.html>

#### New PCC website

The PCC has commissioned a new website in order to improve the online information it provides to the public. The new website will encompass a range of new features, including:

- An entirely revised complaints form, which will streamline the complaints process for the public, and better capture the information needed by the PCC to process a complaint;
- A fully integrated and searchable online database, which will allow interested parties to search PCC decisions since 1996;
- The prominent display on the homepage (and throughout the site) of information about the PCC's 24 hour anti-harassment service. Given the importance of this service – and the number of times it is used by the public – it is crucial that this is easy to find;
- A dedicated section on our outreach and training work.

Overall, the intention is to simplify the navigation; better present PCC news and events; and showcase in more detail some of the key policy areas that we work on, such as social networking and children.

Screengrabs of the new website, which are divided into different templates, are included.

Please direct any questions to [catherine.speller@pcc.org.uk](mailto:catherine.speller@pcc.org.uk).

PRESS COMPLAINTS COMMISSION

To search individual cases go to [cases search](#)

Please contact us for advice on **020 7831 0022**

Textphone for deaf or hard of hearing: **020 7831 0123**

- About us
- The editors code explained
- Making your complaint
- Cases
- PCC at work
- Education and training
- Media centre



### Raising Standards

It's not just about dealing with complaints. We also make sure editors and journalists know about our code. Our staff can learn lessons from what we do in our training & education work.

The PCC is an independent body which deals with complaints about newspapers and magazines.

We also train journalists and editors, and work pro-actively to prevent harassment and media intrusion.

Discover more about what we do...

#### GET HELP NOW

Are you being harassed by a journalist or photographer?

Are you worried about a story which is yet to be published?

[Make a complaint](#)

#### Latest news

15 MARCH 2011

##### Councillor Paul Rooney v The Scottish Sun

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#### Upcoming events

#### Our key areas explained

##### Social networking

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#### Advice on the Code of Practice

NEWSPAPERS AND MAGAZINES EDITORS' CODE OF PRACTICE

The Code

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12 MARCH 2011

##### PCC Chairman addresses Westminster

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03 MARCH 2011

##### Tackling media scums

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[VIEW ALL NEWS LISTINGS](#)

##### Privacy

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##### Suicide reporting

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[VIEW ALL OUR KEY AREAS](#)

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Press Complaints Commission, Helton House, 20/25 Holborn, London, EC1N 2JD

Designed and developed by Precedent

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- Education and training
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- Home

**Secondary Nav**

**Secondary Nav**

Fourth level navigation

Fourth level navigation

Fourth level navigation

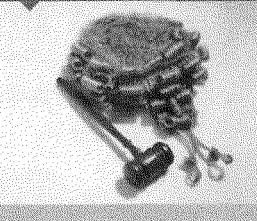
**Secondary Nav**

**Secondary Nav**

### The editors code explained

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**Editors code of practice**



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**Spotlight on key areas**



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**Education and Training**

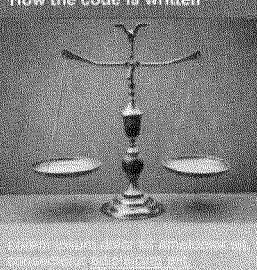
- Discover more about what we do...
- Discover more about what we do...
- Discover more about what we do...

**Pre-publication advice**

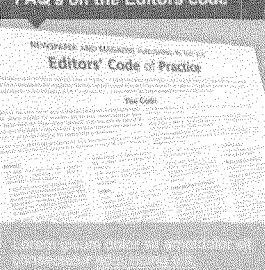


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**How the code is written**



**FAQ's on the Editors code**



**GET HELP NOW**

Are you being harassed by a journalist or photographer?

Are you worried about a story which is yet to be published?

[Make a complaint](#)

- [Print this article](#)
- [Share this article](#)

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**Secondary Nav**

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## The PCC is an independant body which deals with complaints about newspapers and magazines.

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**Advice on the Code of Practice**

NEWSPAPERS AND MAGAZINES PUBLISHED IN THE UK

**Editors' Code of Practice**

The Code

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**GET HELP NOW**

Are you being harassed by a journalist or photographer?

Are you worried about a story which is yet to be published?

[Make a complaint](#)



PRESS COMPLAINTS COMMISSION

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Search form with 'GO' button

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News Archive

- 2010 | 2009 | 2008 | 2007 | 2006 | Previous years...

Latest News

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Councillor Paul Rooney v The Scottish Sun

14 APRIL 2011

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Three new public appointments to the Commission announced

12 APRIL 2011

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Education and Training

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GET HELP NOW

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Are you worried about a story which is yet to be published?

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Resolved - Ms Katie Price v Daily Mirror

31 APRIL 2011

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Resolved - Baroness Greenfield v The Sunday Telegraph

25 MARCH 2011

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Resolved - A man v Daily Record

22 MARCH 2011

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Resolved - Mr John Martin v The Daily Telegraph

15 MARCH 2011

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Clare Hayes v Bournemouth Echo

05 MARCH 2011

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Resolved - Ms Cheryl Cole v The Sun

26 FEBRUARY 2011

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Latest Events

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01 APRIL 2011
PCC at The Centre for Law Justice and Journalism
LONDON

Baroness Buscombe, Chairman of the PCC will be speaking at The Centre for Law Justice and Journalism Annual Lecture at City University

01 APRIL 2011
PCC Open Day
CARLISLE

Members of the public are invited to a free Open Day and Q & A event to discuss the media

01 APRIL 2011
Reporting Mental Health
IPSWICH

The Press Complaints Commission has held the latest in its ongoing series of seminars to examine relevant matters of media ethics and practice

01 APRIL 2011
Public Meeting
CARLISLE

The Press Complaints Commission will be holding a public meeting in Carlisle on Tuesday 10 May 2011

01 APRIL 2011
Newspaper Seminar
MANCHESTER

On 24 May 2007 the PCC held a seminar for journalists at the Manchester Evening News. Over forty journalists - from both the MEN and a number of its...

01 APRIL 2011
Open day
NOTTINGHAM

The PCC undertook its first public visit to the East Midlands recently when it held an Open Day and Question Time event in Nottingham

01 APRIL 2011
Public Meeting
OXFORD

The PCC has held the ninth in its series of public meetings. Held in Oxford, at the Town Hall, the meeting saw representatives from...

01 APRIL 2011
Subterfuge Newspaper Seminar
GLASGOW

The PCC has held the latest in its series of training seminars for journalists. The evening event - attended by over 25 national newspaper journalists...

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Education and Training

- Discover more about what we do...
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Pre-publication advice



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# PCC FORM

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[Introduction](#)   [About You](#)   [About your concern](#)   [How the code has been breached](#)   [Review](#)   [Finish](#)

**Before you submit your complaint, please take a few moments to check that we are the right organisation to help you**

Is your complaint about:

**Harassment by a journalist or photographer?**

**A story about you that you are worried is about to be published?**

**An article published in a UK newspaper or magazine?**

**An article published on the website of a UK newspaper or magazine?**

**An audio recording or video footage published on a UK newspaper or magazine website?**

**Online material which is NOT on a UK newspaper or magazine website?**

**An advert (including adverts published in newspapers and magazines)?**

**A TV or radio programme?**

**A legal or contractual matter?**

**A matter of taste or decency?**

**An article published in a newspaper or magazine based outside the UK?**

**A book?**

If you are unsure if we are the correct body to help you, please feel free to contact us for more information. You can find our contact details [here](#)



# PCC FORM

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## Please enter your personal details

Title

Mr

First name:

Last name:

Email address:

Confirm email:

Home telephone:

Mobile number:

Address line 1:

Address line 2:

Town/City:

County

Cardiff

Postcode:

Proceed »

# PCC FORM

[Introduction](#)   [About You](#)   [About your concern](#)   [How the code has been breached](#)   [Review](#)   [Finish](#)

**This form will allow you to make a complaint about a maximum of three articles in one newspaper or magazine. If you wish to complain about more than one publication, you will be directed back to the relevant part of this form once your initial complaint has been submitted so that you can do this. You will not need to re-enter your personal details**

What does your concern involve?

- A publication (Please fill in the about publication section below)
- Harrassment (Continue to 'How the code has been breached')

## About the publication

In order to make an assessment of your concern, we will need to see a copy of the article you are complaining about. If the article appeared online, you can either paste a link of the URL in the box immediately below, or upload a screengrab of the article in the section below. If you would prefer to submit a hard copy of the article (or if the article you are complaining about only appeared in the print edition of the publication), you can send this to us in the post. We will give you our address at the end of this complaints form.

Publication:

Date the article was published:



Headline:

Url of article:

[+ Add another headline](#)

Please upload any other relevant information to help us assess your complaint, for example any correspondence you may already have had with the editor, or any other relevant articles. **Please do not upload your letter of complaint to the PCC at this stage; you will be able to do this in the next stage of this form.** You can upload a maximum of three attachments here. However, please only upload information that is strictly necessary to your complaint. If you need to send us more supporting documentation, there will be an option to send this by email at the end of this form.

Upload files:

Browse

Browse

Browse

Proceed »

# PCC FORM

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**To help us understand your complaint, please tell us which part of the Editors' Code of Practice you are complaining about by ticking the relevant boxes below**

- |  |  |   |
|--|--|---|
| <input type="checkbox"/> Clause 1 (Accuracy) <input type="checkbox"/>                            | <input type="checkbox"/> Clause 2 (Opportunity to reply) <input type="checkbox"/>          | <input type="checkbox"/> Clause 3 (Privacy) <input type="checkbox"/>            |
| <input type="checkbox"/> Clause 4 (Harassment) <input type="checkbox"/>                          | <input type="checkbox"/> Clause 5 (Intrusion into grief or shock) <input type="checkbox"/> | <input type="checkbox"/> Clause 6 (Children) <input type="checkbox"/>           |
| <input type="checkbox"/> Clause 7 (Children in sex cases) <input type="checkbox"/>               | <input type="checkbox"/> Clause 8 (Hospitals) <input type="checkbox"/>                     | <input type="checkbox"/> Clause 9 (Reporting of Crime) <input type="checkbox"/> |
| <input type="checkbox"/> Clause 10 (Clandestine devices and subterfuge) <input type="checkbox"/> | <input type="checkbox"/> Clause 11 (Victims of sexual assault) <input type="checkbox"/>    | <input type="checkbox"/> Clause 12 (Discrimination) <input type="checkbox"/>    |

Please explain how you believe the Editors' Code of Practice has been breached:

Proceed »

# PCC FORM

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## Please review your information

If you need to change any information before submitting this form, please click on the relevant 'edit' button below

### About you:

[Edit](#)

First name: David

Last name: Smith

Email address: dave.smith@gmail.com

Phone number: 0207 453777

Address line 1: 6 Seaview Drive

Address line 2: Canton

Town/City: Cardiff

County: Cardiff

Postcode: CF5 1AS

### About your concern:

[Edit](#)

Publication Daily Mail

#### Headline 1:

Date of article: 20/06/10

Headline: Lorem ipsum dolor simet

Url: http://loremipsum.com

#### Headline 2:

Date of article: 20/06/10

Headline: Lorem ipsum dolor simet

Url: http://loremipsum.com

Files uploaded: scan.jpg, scan2.jpg

### How the code has been breached:

Clauses: Clause 1, Clause 3

Details:



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I have read and agree to the terms and conditions

Submit

# PCC FORM

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## **Thank you for submitting your complaint to the Press Complaints Commission.**

You should now receive an automated response from us to the email address provided on the form. If you do not receive the automated response please contact us either by email: [complaints@pcc.org.uk](mailto:complaints@pcc.org.uk) or by telephone on 0845 600 2757 so we can confirm whether we have received your submission.

Please note if you did not supply the article you are complaining about as a link or attachment to the submitted form, you will need to send a copy either by email or a hard copy in the post to us within seven days. If this is not received we will assume you do not wish to pursue your complaint and will take no further action on this matter. Our postal address is PCC, Halton House, 20-23 Holborn, London EC1N 2JD.

Do you need to send us further attachments to support your complaint?

If you need to send us further attachments to support the complaint you have just made, please click [here](#). This will open your default mail client and pre-populate the necessary information for you. Please only send us information that is strictly necessary to your complaint.

Would you like to make a complaint about a different publication?

If you would like to make another complaint about a different publication, please click [here](#) to return to the complaints form and enter the relevant information. You will not be required to re-enter your personal details.