

PCC launches Scottish Helpline

Building on the success of the Helpline launched in 1993, which takes on average approximately 7000 calls per year, the Press Complaints Commission is today launching their new Scottish Helpline service. The telephone number will be 0131 220 6652.

It is one of a number of measures that have been implemented to strengthen press self regulation and improve the Scottish public's access to the Press Complaints Commission. It will mean that people in Scotland can ring the Helpline and receive advice at a substantially lower cost.

The Helpline assists members of the public who are concerned that the industry's Code of Practice, upheld by the PCC, is likely to be breached by a press article relating to them.

Instant basic information about the publication or news agency concerned is provided along with the name, address, telephone and fax numbers of the relevant editors so that complainants may be quickly put in touch with the newspapers concerned. Advice is also available in the wording of complaints, the complaints process and will explain the clauses of the Code in detail.

The Helpline has already shown itself to be a quick, efficient and confidential way for anybody to get information and help on matters concerning the press and now it is more available and considerably cheaper to those living in Scotland through our new Scottish Helpline.

PCC Scottish Helpline number telephone number: 0131 220 6652

ENDS

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