

Outgoing Charter Commissioner publishes 2008 Annual Report

The outgoing PCC Charter Commissioner, Sir Brian Cubbon GCB, has published his Annual Report for 2008. He received 52 letters last year from members of the public about complaints they had made to the Press Complaints Commission.

The Charter Commissioner reviews the handling of complaints by PCC, but not the substance of decisions. In 2008, 5 of the cases he considered led to a substantial change in the outcome of a complaint - some being resolved through mediation after further investigation by the PCC. In several other cases where the complaint had been properly handled, the Charter Commissioner was able to clarify the PCC's practice and explain decisions more fully. To see Sir Brian's report in full click [here](#)

The Annual Report of the Charter Compliance Panel has also been published. The Panel (comprising Sir Brian Cubbon and Harry Rich) audits the standard of service given to complainants by the PCC, examining a sample of files. It noted improvements in several areas and highlighted other points for further attention. The full report is available at the PCC's website [here](#)

The Commission is extremely grateful to the work undertaken by Sir Brian during his tenure as Charter Commissioner and Chairman of the Charter Compliance Panel. The new Charter Commissioner will be Sir Michael Willcocks, whose appointment was announced recently. To find out more click [here](#)

ENDS

For further information please contact Catherine Speller on 020 7831 0022

Notes

1. The office of the Charter Commissioner and the Charter Compliance Panel (CCP) were instituted in 2004.
2. The CCP samples any complaint files it chooses to.
3. To contact the Charter Commissioner, email him at chartercommissioner@pcc.org.uk
4. For more about the Charter Commissioner click [here](#)
4. For more about the CCP click [here](#)

3 April 2009