

### **PCC publishes positive customer feedback**

The Press Complaints Commission has today published the results from its customer feedback surveys for the third quarter of 2009. They reveal a very high level of satisfaction among people who used the PCC's services for the period March to September.

The results show that:

- 78% of people thought that the PCC had dealt with their complaint either 'very thoroughly' or 'thoroughly';
- Of these respondents, 40% said that their complaint had been handled 'very thoroughly', while the remaining 38% said 'thoroughly';
- Almost three quarters of people - 74% - felt that their complaint was handled 'very satisfactorily' or 'satisfactorily' by the PCC;
- There was also some good feedback regarding the time taken by the PCC to deal with complaints. 82% of people said that this was 'about right';
- PCC staff answering Helpline calls were rated highly, with 84% of people who gave an opinion rating them as between 7 and 10 out of 10;
- The PCC's website also received some positive feedback. Of the people who gave an opinion, 83% rated the site as 7, 8, 9 or 10 out of 10.

Customer survey forms are sent to all complainants whose cases fall under the terms of the Code of Practice.

**ENDS**

29 September 2009