

PCC publishes key leaflets in Welsh as part of a standards drive

On 1st January this year the Press Complaints Commission adopted a Complainants' Charter designed to:

- Raise even higher our standards of service to ordinary members of the public; and
- Ensure that the service we offer is open and accessible to as many people as possible.

One of the Charter commitments is to ensure that the Commission's most important literature – the press Code of Practice and the leaflet explaining How to Complain – is available in a range of languages.

As part of the continuing process of raising standards of services, the Commission is therefore today publishing those leaflets in Welsh.

The PCC received a record number of complaints last year, and hopes that the Charter initiatives will ensure its services are even more widely known.

A copy of the literature and of the Complainants' Charter is attached. Further copies are available free of charge from the PCC.

ENDS

For further information or copies of the leaflets, please call the PCC Charter Officer, Laura Perito, on 0171 353 1248.

17 February 1997