

PCC publishes two new adjudications

The Press Complaints Commission today publishes two adjudications which underline that swift co-operation with the Commission - by both parties to a complaint - is at the heart of effective dispute resolution.

Adjudicating on a complaint made through solicitors representing EMI Records about the News of the World, the Commission considered that an inaccuracy about Kylie Minogue's alleged new record contract had been adequately corrected by the newspaper, and that no further action was required. However, as the matter was protracted for reasons beyond the Commission's control, the PCC used the adjudication to make clear that its role as an effective dispute resolution service is dependent on both parties co-operating in the pursuit of a suitable remedy to a complaint. It warned that "the process attendant upon this is necessarily non-legalistic and non-confrontational, and any attempt to treat it otherwise will inevitably produce antagonism and delay". The Commission further stated that although in the last resort advisers - such as solicitors - must act on the instructions they receive, they also "have an obligation to give their client realistic advice and not to engage with the Commission as if involved in litigation against it". The PCC's latest figures show that while most complainants have their complaints dealt with within an average of 32 days, complaints made through solicitors take 71 days on average.

To read the full adjudication [click here](#)

In a second adjudication criticising the Scotsman for an unacceptable delay in responding to an accuracy complaint, the Commission drew attention to the part of the Code that says that 'it is the responsibility of editors to co-operate with the PCC as swiftly as possible in the resolution of complaints'. A key advantage that the Commission has over the law is the speed with which editors offer to resolve complaints. Failure to do so undermines one of the strengths of self-regulation and is likely to be criticised by the Commission.

To read the full adjudication [click here](#)

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