

PCC performance statistics 2005

The PCC is publishing statistics relating to its performance in 2005. The Commission can announce that it:

- Received the highest number of complaints in its history (3654);
- Investigated more complaints than ever, completing those investigations 12 days more quickly than 2004 on average;
- Oversaw a leap in the number of complaints that it successfully conciliated – up 40% on the 2004 figure, which itself was a record.

These figures mean that 76% of all complaints that raise a breach of one of the Code's 16 clauses (which cover a range of issues from accuracy, intrusion into privacy, harassment and payment for articles) are resolved to the complainant's express satisfaction. In a further 22% of cases the Commission's full time staff negotiated remedies from the editor which were not accepted by the complainant but which were, in the Commission's view, a proportionate response to the original mistake. The rest were upheld.

A full breakdown will appear in the Annual Report, which will be published later in 2006.

ENDS

For further information please contact Stephen Abell on 020 7353 1248

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