

PRESS COMPLAINTS COMMISSION

Press Complaints Commission complainant feedback

Our commitment is to offer the best possible service to all those who complain to us. In order to help us assess whether we are honouring this commitment, we would be grateful if you could take the time to respond to the following questions

1. About you:

It is helpful for us to know a little bit about your background, so that we can understand who is using our services. None of the details you provide will be used to identify you.

- Where do you live?

- | | |
|--|---|
| <input type="checkbox"/> England | <input type="checkbox"/> Northern Ireland |
| <input type="checkbox"/> Scotland | <input type="checkbox"/> Wales |
| <input type="checkbox"/> Rest of the World | |

- How old are you?

- | | |
|-----------------------------------|-------------------------------------|
| <input type="checkbox"/> Under 30 | <input type="checkbox"/> 30-50 |
| <input type="checkbox"/> 51-70 | <input type="checkbox"/> 71 or over |

- Before making your complaint, how did you find out about the PCC?

- | | |
|--|---|
| <input type="checkbox"/> Already knew about it | <input type="checkbox"/> Internet search |
| <input type="checkbox"/> Newspaper/magazine | <input type="checkbox"/> Other (please specify) |

- Was your complaint about an article that made references to you personally?

- | | |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|------------------------------|-----------------------------|

- Was the newspaper/magazine you complained about one that you regularly read?

- | | |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|------------------------------|-----------------------------|

2. PCC information:

This section concerns the quality of information you may have received about the PCC.

- If you used the PCC website before making and/or to make your complaint, on a scale of 0-5 (0 being the lowest and 5 the highest) how would you rate

- a) the helpfulness of the information it contains?
- b) its ease of use and navigation?

Do you have any comments about our website?

- If you spoke to a member of PCC staff on the telephone before making your complaint, on a scale of 0-5 (0 being the lowest and 5 the highest) how would you rate the service you received in terms of helpfulness and politeness?

Do you have any comments about the help you were given by staff before making your complaint?

- If you received any of our booklets, on a scale of 0-5 (0 being the lowest and 5 the highest) how would you rate the clarity of the information they contained?

Do you have any comments about our printed information?



3. Handling of complaints:

This section concerns the way in which your complaint was handled by the PCC's full-time staff, rather than the outcome of your complaint.

- In terms of thoroughness how do you think your complaint was dealt with?

<input type="checkbox"/> Very well	<input type="checkbox"/> Well
<input type="checkbox"/> Satisfactorily	<input type="checkbox"/> Poorly
<input type="checkbox"/> Terribly	

- How well did our staff keep you updated about the progress of your complaint?

<input type="checkbox"/> Very well	<input type="checkbox"/> Well
<input type="checkbox"/> Satisfactorily	<input type="checkbox"/> Poorly
<input type="checkbox"/> Terribly	

- Do you think the overall time it took to deal with your complaint was:

<input type="checkbox"/> Far too quick	<input type="checkbox"/> A little too quick
<input type="checkbox"/> About right	<input type="checkbox"/> A little too slow
<input type="checkbox"/> Far too slow	

- Overall, how helpful were the members of staff who dealt with your complaint?

<input type="checkbox"/> Very helpful	<input type="checkbox"/> Helpful
<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Unhelpful
<input type="checkbox"/> Very Unhelpful	

- Overall, how do you consider your complaint was handled?

<input type="checkbox"/> Very well	<input type="checkbox"/> Well
<input type="checkbox"/> Satisfactorily	<input type="checkbox"/> Poorly
<input type="checkbox"/> Terribly	

Do you have any comments about our staff?

- Taking everything into account, how do you consider your complaint was handled?

<input type="checkbox"/> Very well	<input type="checkbox"/> Well
<input type="checkbox"/> Satisfactorily	<input type="checkbox"/> Poorly
<input type="checkbox"/> Terribly	

- Do you have any specific suggestions about how our services could be improved?

If yes, please let us know here

4. The outcome of your complaint:

This section relates to the decision made by the Commission on your complaint or any remedy negotiated by our staff.

- Overall how do you feel about the outcome of your complaint or the decision that has been made?

<input type="checkbox"/> Very pleased	<input type="checkbox"/> Pleased
<input type="checkbox"/> No opinion	<input type="checkbox"/> Disappointed
<input type="checkbox"/> Very disappointed	

- Whatever your feelings about the outcome of your complaint, how do you feel about the Commission's reasoning for its decision?

<input type="checkbox"/> The reasons were very clear and made complete sense
<input type="checkbox"/> The reasons were clear and understandable
<input type="checkbox"/> I don't feel strongly either way
<input type="checkbox"/> The reasons were unclear and hard to understand
<input type="checkbox"/> The reasons were very unclear and made no sense

Is there anything you would like to add about the outcome?

This survey is anonymous and your answers will have no bearing on any further contact you might have with the Commission. However, if you wish to be kept informed of news about the PCC, please write your email address here and we will add you to our mailing list. Your details will not be passed on to anyone else.

Please return the completed form in the freepost envelope provided

