

### Press Complaints Commission Customer Feedback

A survey is made by the PCC on complainant satisfaction. These results were received in 2008. A total of 1041 complainants were surveyed. The results are detailed below:

**How do you feel about the outcome of your complaint?**

	Total:	%	Figures for 2007 %
Satisfied	141	39%	44
Disappointed but understand the reason	88	25%	23
Disappointed and cannot understand the reason	126	35%	32
No opinion	2	1%	1
	357	100%	

Upheld	Not Upheld	No Breach	No action	Resolved	Not pursued
2		9	1	125	4
		53	7	26	2
		102	11	9	4
		2			
2	0	166	19	160	10

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**How good is the PCC's website?**

	Total:	%
0	3	1%
1	1	1%
2		
3		
4	6	2%
5	19	5%
6	10	3%
7	39	11%
8	81	23%
9	36	10%
10	44	12%
no opinion	118	33%
	357	100%

Upheld	Not Upheld	No Breach	No action	Resolved	Not pursued
		1	1		1
		1			
		4	1	1	
		18	1		
		3	1	6	
		18	2	17	2
		29	6	45	1
1		9		26	
		15	1	26	2
1		68	6	39	4
2	0	166	19	160	10

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How good were the PCC's Helpline staff?

	Total:	%
0	4	1%
1		
2	1	1%
3	3	1%
4	2	1%
5	6	2%
6	5	1%
7	8	2%
8	22	4%
9	20	4%
10	49	14%
no opinion	237	70%
	357	100%

Upheld	Not Upheld	No Breach	No action	Resolved	Not pursued
		1	2		1
		1			
		2	1		
		1		1	
		4		1	1
		3		2	
		4		4	
		10	2	10	
		6	2	12	
		13	2	32	2
2		121	10	98	6
2	0	166	19	160	10

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How clear was the PCC's printed information?

	Total:	%
0	2	1%
1		
2	5	1%
3	5	1%
4	2	1%
5	16	4%
6	8	2%
7	25	7%
8	92	26%
9	62	17%
10	83	23%
No opinion	57	18%
	357	100%

Upheld	Not Upheld	No Breach	No action	Resolved	Not pursued
		1	1		
		4	1		
		5			
		1		1	
		14	1		1
		6		2	
		12	2	10	1
		42	5	44	1
1		19	2	39	1
		30	3	46	4
1		32	4	18	2
2	0	166	19	160	10

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**How thoroughly do you think your complaint was dealt with?**

	Total:	%	Figures for 2007 %
Very thoroughly	153	43%	45
Thoroughly	135	38%	37
Not at all thoroughly	60	17%	17
No opinion	9	2%	1
	357	100%	

Upheld	Not upheld	No Breach	No action	Resolved	Not pursued
2		33	5	107	6
		74	7	52	2
		53	5	1	1
		6	2		1
2	0	166	19	160	10

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

	Total:	%	Figures for 2007 %
About right	283	79%	81
Too quick	18	5%	4
Too slow	53	15%	14
No opinion	3	1%	1
	357	100%	

Upheld	Not upheld	No Breach	No action	Resolved	Not pursued
2		112	11	149	8
		13		5	1
		40	6	6	1
		1	2		
2	0	166	19	160	10

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

	Total:	%	Figures for 2007 %
Very satisfactorily	133	37%	37
Satisfactorily	137	38%	39
Unsatisfactorily	42	12%	14
Very Unsatisfactorily	40	11%	9
No opinion	5	2%	1
	357	100%	

Upheld	Not upheld	No Breach	No action	Resolved	Not pursued
2		29	2	98	2
0		66	7	59	5
0	0	35	2	2	3
0		32	7	1	
2	0	166	19	160	10

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**How helpful were members of PCC staff?**

	Total:	%
0	9	3%
1	1	1%
2	3	1%
3	3	1%
4	1	1%
5	13	4%
6	10	3%
7	16	4%
8	55	15%
9	60	17%
10	134	38%
No opinion	52	15%
	357	100%

Upheld	Not Upheld	No Breach	No action	Resolved	Not pursued
		6	3		
		1			
		3			
		3			
		1			
		11		1	1
		8		1	1
		10	1	5	
		32	3	20	
		14	4	40	2
1		32	5	90	6
1		45	3	3	
2	0	166	19	160	10

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**Overall satisfaction of service received.**

	Total:	%
0	16	5%
1	6	2%
2	13	4%
3	12	4%
4	8	2%
5	23	6%
6	8	2%
7	23	6%
8	80	22%
9	64	18%
10	85	24%
No opinion	19	10%
	357	100%

Upheld	Not Upheld	No Breach	No action	Resolved	Not pursued
		14	2		
		5	1		
		10	2		1
		11		1	
		6	2		
		19	2		2
		7		1	
		10	2	11	
		35	3	40	2
2		17	2	41	2
		17	1	64	3
		15	2	2	
2	0	166	19	160	10

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**Received:**

Upheld	Not upheld	NB	SRA	Resolved	NP	
2		166	19	160	10	357

**Sent:**

Upheld	Not upheld	NB	SRA	Resolved	NP	
7	1	482	93	348	110	1041