

Press Complaints Commission Customer Feedback

A survey is made by the PCC on complainant satisfaction. These results were received in 2009. A total of 1332 complainants were surveyed. The results are detailed below:

How do you feel about the outcome of your complaint?

	Total:	%	2008 figures
Satisfied	172	37%	39
Disappointed but understand the reason	131	28%	25
Disappointed and cannot understand the reason	163	34%	35
No opinion	2	1%	1
	468	100%	

Upheld	Not Upheld	No Breach	No action	Resolved	Not pursued	3rd pty
6		5	3	143	6	3
	1	91	3	27	7	8
	2	127	18	1	1	14
		2				
6	3	225	24	171	14	25

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How good is the PCC's website?

	Total:	%
0	3	1%
1	1	1%
2	5	1%
3	3	1%
4	5	1%
5	23	5%
6	17	4%
7	49	10%
8	97	21%
9	48	10%
10	74	15%
no opinion	143	31%
	468	100%

Upheld	Not Upheld	No Breach	No action	Resolved	Not pursued	3rd pty
		3				
		1				
		5				
		2	1			
		3	1			1
1	1	17	2	1		1
		12	1	3		1
		27	3	13	4	2
2		42	2	39	5	7
		24	1	21		2
	1	27	3	40	1	2
3	1	62	10	54	4	9
6	3	225	24	171	14	25

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How good were the PCC's Helpline staff?

	Total:	%
0	1	1%
1	2	1%
2	1	1%
3		
4	3	1%
5	9	2%
6	3	1%
7	14	3%
8	37	8%
9	29	6%
10	62	13%
No opinion	307	63%
	468	100%

Upheld	Not Upheld	No Breach	No action	Resolved	Not pursued	3rd pty
		1				
		1	1			
		1				
		1		1		1
		7	2			
		2		1		
		6	2	5		1
1		14	1	19	1	1
		14	1	10	1	3
1	2	16	2	38	3	
4	1	162	15	97	9	19
6	3	225	24	171	14	25

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How clear was the PCC's printed information?

	Total:	%
0	2	1%
1	2	1%
2		
3	4	1%
4	5	1%
5	18	4%
6	17	4%
7	37	8%
8	83	18%
9	60	13%
10	124	26%
No opinion	116	24%
	468	100%

Upheld	Not Upheld	No Breach	No action	Resolved	Not pursued	3rd pty
		2				
		2				
		3	1			
		2	1			2
1		13	1	2		1
		10	2	3		2
		15	2	18	1	1
2		36	1	39	3	3
		30	5	19	2	3
2	2	49	7	54	5	5
1	1	63	4	36	3	8
6	3	225	24	171	14	25

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How thoroughly do you think your complaint was dealt with?

	Total:	%	
Very thoroughly	176	38%	43
Thoroughly	196	42%	38
Not at all thoroughly	90	18%	17
No opinion	6	2%	2
	468	100%	

	Not Upheld	No Breach	No action	Resolved	Not pursued	3rd party
Upheld	5	1	49	2	109	5
		1	106	9	60	9
	1	1	65	13	2	
			5			
	6	3	225	24	171	14
						25

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

	Total:	%	
About right	372	79%	79
Too quick	19	4%	5
Too slow	71	15%	15
No opinion	6	2%	1
	468	100%	

	Not Upheld	No Breach	No action	Resolved	Not pursued	3rd party
Upheld	6	2	161	13	158	13
		1	13		3	1
			47	11	9	
			4		1	
	6	3	225	24	171	14
						25

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Overall, how do you consider your complaint was handled?

	Total:	%	
Very satisfactorily	160	34%	37
Satisfactorily	180	38%	38
Unsatisfactorily	67	14%	12
Very Unsatisfactorily	60	13%	11
No opinion	1	1%	2
	468	100%	

	Not Upheld	No Breach	No action	Resolved	Not pursued	3rd party
Upheld	5	2	36	1	109	4
			98	6	59	8
	1		50	5	3	1
		1	40	12		1
			1			
	6	3	225	24	171	14
						25

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How helpful were members of PCC staff?

	Total:	%
0	9	2%
1	4	1%
2	7	2%
3	7	2%
4	6	2%
5	17	4%
6	9	2%
7	25	5%
8	74	16%
9	80	17%
10	150	32%
No opinion	80	17%
	468	100%

Upheld	Not Upheld	No Breach	No action	Resolved	Not pursued	3rd ptly
		7	1			1
		2	1			1
1		4	1		1	
		6	1			
		3	2			1
		14	1	1		1
		6		2		1
		15	1	7	1	1
1	1	32	3	28	2	7
	1	26	3	44	2	4
4	1	48	4	83	6	4
		62	6	6	2	4
6	3	225	24	171	14	25

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Overall satisfaction of service received.

	Total:	%
0	30	6%
1	6	2%
2	17	4%
3	9	2%
4	15	3%
5	35	7%
6	15	3%
7	27	6%
8	93	20%
9	74	16%
10	123	26%
No opinion	24	11%
	468	100%

Upheld	Not Upheld	No Breach	No action	Resolved	Not pursued	3rd ptly
	1	24	3			2
		4	1			1
		10	3	1	1	2
		6	1			2
		9	3			3
		28	1	2	1	3
1		12		1	1	
		13	2	11	1	
1		46	2	34	4	6
2	1	24	1	44		1
2	1	32	3	77	6	3
		17	4	1		2
6	3	225	24	171	14	25

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Received:

Upheld	Not upheld	NB	SRA	Resolved	NP	3rd ptly	
6	3	225	24	171	14	25	468

Sent:

Upheld	Not upheld	NB	SRA	Resolved	NP	3rd ptly	
13	16	680	92	346	94	91	1332