

### Press Complaints Commission Customer Feedback

A survey is made by the PCC on complainant satisfaction. These results were received in 2010. A total of 1639 complainants were surveyed. The results are detailed below:

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

	Total:	%	2009 Figures %
Satisfied	135	31%	37
Disappointed but understand the reason	129	30%	28
Disappointed and cannot understand the reason	173	39%	34
No opinion			1
	437	100%	

Upheld	Not Upheld	No Breach	No action	Resolved	Not pursued	3rd party
4		10		114	5	2
2	3	83	7	19	4	11
1	1	131	18	3	7	12
7	4	224	25	136	16	25

437

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

	Total:	%
0	3	1%
1	4	1%
2	5	1%
3	6	1%
4	10	2%
5	34	8%
6	28	7%
7	47	11%
8	95	23%
9	61	14%
10	56	13%
no opinion	88	20%
	437	101%

Upheld	Not Upheld	No Breach	No action	Resolved	Not pursued	3rd party
		3				
	1	2		1		
		2		1	1	1
		5				1
		9			1	
		25	3	1	2	3
	1	17	1	6	1	2
		31	5	5		6
7	1	41	8	28	3	7
		31	2	24	2	2
		24	1	28	3	
	1	34	5	42	3	3
7	4	224	25	136	16	25

437

**How good were the PCC's Helpline staff?**

	Total:	%
0	3	1%
1	3	1%
2	1	1%
3	4	1%
4	2	1%
5	7	1%
6	3	1%
7	12	3%
8	28	7%
9	21	5%
10	57	13%
No opinion	296	65%
	437	100%

Upheld	Not Upheld	No Breach	No action	Resolved	Not pursued	3rd pty
		3				
	1	1			1	
		1				
		2	2			
		1		1		
		6	1			
		2				1
		6	1	2	1	2
1	2	13	1	6	3	2
2		7	1	10		1
1		11	5	37	3	
3	1	171	14	80	8	19
7	4	224	25	136	16	25

437

**How clear was the PCC's printed information?**

	Total:	%
0	1	1%
1	3	1%
2	6	1%
3	3	1%
4	10	2%
5	24	5%
6	12	3%
7	39	10%
8	79	18%
9	61	14%
10	87	20%
No opinion	112	25%
	437	100%

Upheld	Not Upheld	No Breach	No action	Resolved	Not pursued	3rd pty
		1				
	1	2				
		5				1
		2			1	
		9			1	
		19	2	2		
	1	5	2	1	1	3
2		20	4	9		4
4		42	4	18	6	5
	1	28	2	27	1	2
		30	3	50	3	1
1	1	61	8	29	3	9
7	4	224	25	136	16	25

437

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

	Total:	%	2009 Figures %
Very thoroughly	151	35%	38
Thoroughly	167	38%	42
Not at all thoroughly	110	25%	18
No opinion	9	2%	2
	437	100%	

Upheld	Not Upheld	No Breach	No action	Resolved	Not pursued	3rd pty
4	1	41	4	90	7	3
2	3	90	11	42	7	13
1		85	10	3	2	9
		8		1		
7	4	224	25	136	16	25

437

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

	Total:	%	2009 Figures %
About right	341	78%	79
Too quick	8	2%	4
Too slow	83	19%	15
No opinion	5	1%	2
	437	100%	

Upheld	Not Upheld	No Breach	No action	Resolved	Not pursued	3rd pty
5	3	165	18	114	15	21
		5	2	1		
2	1	49	5	21	1	4
		5				
7	4	224	25	136	16	25

437

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

	Total:	%	2009 Figures %
Very satisfactorily	126	30%	34
Satisfactorily	166	38%	38
Unsatisfactorily	76	17%	14
Very Unsatisfactorily	63	14%	13
No opinion	6	1%	1
	437	100%	

Upheld	Not Upheld	No Breach	No action	Resolved	Not pursued	3rd pty
3	1	33	4	79	7	1
3	2	81	7	54	7	12
1	1	60	7	3	1	3
		44	7	2	1	9
		6				
7	4	224	25	136	16	25

437

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

	Total:	%
0	9	2%
1	8	2%
2	6	1%
3	5	1%
4	7	1%
5	30	7%
6	18	4%
7	35	8%
8	63	14%
9	51	12%
10	133	30%
No opinion	71	20%
	436	100%

Upheld	Not Upheld	No Breach	No action	Resolved	Not pursued	3rd pty
		8				1
		7				1
		4	1	1		
		4	1			
		6				1
		23	3	1	1	2
		11	1	4	2	
1	1	15	3	5	2	8
1	2	32	5	16	5	4
1		23	1	20	2	4
4	1	33	4	85	3	2
		58	6	4		3
7	4	224	25	136	16	25

437

**Overall satisfaction of service received.**

	Total:	%
0	28	7%
1	20	5%
2	22	5%
3	13	3%
4	14	3%
5	31	9%
6	23	5%
7	38	10%
8	63	16%
9	69	16%
10	93	23%
No opinion	22	5%
	436	100%

Upheld	Not Upheld	No Breach	No action	Resolved	Not pursued	3rd pty
		21	2		1	4
		16	1		1	2
		15	3	2		2
		9	1	2		1
		11	2	1		
		22	5		2	2
1		17	2	2		1
	2	22	1	7	1	5
1	2	33	5	16	4	3
4		24	2	35	3	1
1		18	1	69	3	1
		16		2	1	3
7	4	224	25	136	16	25

437

**Received:**

Upheld	Not upheld	NB	SRA	Resolved	NP	3rd pty	
7	4	224	25	136	16	25	<b>437</b>

**Sent:**

Upheld	Not upheld	NB	SRA	Resolved	NP	3rd pty	
13	7	933	128	327	149	82	<b>1639</b>