

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 pty |
|--------|------------|-----------|-----------|----------|-------------|---------|
| 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 pty |
|--------|------------|-----------|-----------|----------|-------------|---------|
| | | 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 |

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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 | 437 |

Sent:

| | | | | | | | |
|--------|------------|-----|-----|----------|-----|---------|-------------|
| Upheld | Not upheld | NB | SRA | Resolved | NP | 3rd pty | |
| 13 | 7 | 933 | 128 | 327 | 149 | 82 | 1639 |