From the Chairman

Mike Jempson, Esq.,
Director,
The PressWise Trust,
38 Easton Business Centre,
Felix Road,
Bristol,
BS5 0HE

15th September 2003

Dear Mike,

Thank you for your letter of 31st July. I am sorry not to have responded personally before but, as Tim Toulmin let you know, I have been recuperating following surgery.

The PCC is, of course, committed to the highest possible levels of customer service. That is why we regularly undertake customer surveys and publish the results (which you can find on our website) – and why we also co-operated fully in the recent Select Committee inquiry. You will also be aware that I have made a number of other proposals – including the establishment of an independent Audit Panel, and the appointment of a Charter Commissioner – to build on our strong record.

The Select Committee inquiry, which endorsed the principles of self-regulation and the work of the PCC, was a very full and thorough investigation into our work. Many former complainants co-operated with it. It absorbed – rightly so - an enormous amount of time and effort on the part of Guy Black and his team. At a time when complaints to the PCC are running at a record high, and our services are being used as never before, I am reluctant to divert any of our resources to other activities, especially after our extensive and rigorous contribution to the Select Committee exercise. But I will, of course, be very interested in the outcome of your survey and look forward to making an assessment of it.

Many thanks for letting me know about this initiative.

With kind regards.

Yours ever,

Christopher Meyer
Sir Christopher Meyer

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