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**Press Complaints Commission**

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Sir Christopher Meyer

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*Director*  
Tim Toulmin

*From the Chairman*

5 January 2005

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*Dear Mr. Manley,*

Thank you for your letter of 15<sup>th</sup> December.

You make the valid point that complaints against the media are often quite stressful for those complaining. This is one of the reasons why our focus at the PCC is on arbitration rather than confrontation. Indeed, having looked at your website, I think that your description of the virtues of mediation perfectly captures the PCC's approach. I welcome the recent developments – with which you have been closely involved – to help settle legal disputes amicably as well.

You are right that there are one or two occasions where complaints to the PCC are actually about libel, and therefore more appropriately dealt with by those with specialist legal knowledge. At such times – which arise no more than half a dozen times a year on average – the Commission declines to deal with the matter, and explains to the complainant its reasons why. In these circumstances, and in light of your letter, it would seem to me to be consistent with the Commission's approach for us to highlight to complainants that ADR is an option from now on.

I am therefore grateful to you for writing to me.

With kind regards.

*Yours sincerely*  
*Christopher Meyer*  
Sir Christopher Meyer

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