

**PCC reveals quarterly customer feedback**

The Press Complaints Commission today publishes the results from its customer feedback surveys for the first quarter of 2009. Building on the encouraging results from last year - the results demonstrate a high level of satisfaction among people who used the PCC's services in this period. The results reveal that:

- 82% of complainants said that their complaint had been dealt with thoroughly or very thoroughly;
- 75% of complainants believed that the overall handling of their complaint was very satisfactory or satisfactory;
- 76% of respondents felt that the time it took to deal with their complaint was 'about right';
- Just under three quarters of respondents (73%) gave the PCC's staff a helpfulness rating of 8 or more out of 10.

Customer survey forms are sent to all complainants whose cases fall under the terms of the Code of Practice. The results are independently audited by the Charter Commissioner and the Charter Compliance Panel.

**ENDS**

2 April 2009