

PCC publishes 2009 customer feedback results

The Press Complaints Commission today publishes results from its (anonymous) customer feedback survey for 2009, which show a high satisfaction rate among people who used the PCC's services.

The survey reveals that:

- 80% of complainants said that their complaint had been dealt with thoroughly or very thoroughly;
- 72% of those surveyed considered that the overall handling of their complaint was very satisfactory or satisfactory;
- 79% of people felt that the time it took to deal with their complaint was 'about right';
- 65% of respondents gave the PCC's staff a helpfulness rating of 8 or more out of 10.

Survey forms were sent to all complainants whose cases fell under the terms of the Code and could, therefore, formally be considered by the Commission.

ENDS

11 February 2010