

Customer satisfaction survey 2003 figures

The Press Complaints Commission today publishes the results of its customer satisfaction survey for 2003, which show an improvement over 2002 in almost every category.

Crucially, in those cases which involved a possible breach of the Code and were either upheld or resolved following the Commission's intervention, 96% of complainants considered that their complaint had been dealt with satisfactorily or very satisfactorily. 78% of all respondents found that the time taken for the complaint to be handled was about right (73% in 2002), and 85% - the same figure as last year - found the PCC's staff to be helpful or very helpful. 96% thought that the PCC's printed information was clear or very clear.

Overall, 62% of all complainants (up from 59% in 2002) considered that their complaint had been dealt with satisfactorily or very satisfactorily, while 64% considered that their complaint had been handled thoroughly or very thoroughly (61% in 2002). These figures are especially encouraging as in 66% of all cases the Commission concluded that there was either no breach of the Code or no grounds to pursue an investigation following a suitable offer from the editor concerned.

ENDS

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