

**PCC publishes third Annual Reports of the Charter Commissioner and Charter Compliance Panel**

The PCC today publishes the third Annual Reports of the Charter Commissioner and the Charter Compliance Panel.

The role of the Charter Commissioner (Sir Brian Cubbon) was established on 1st January 2004 to consider complaints about the handling of complaints by the PCC. He does not review the substance of the Commission's decisions, only the handling of the complaint.

The Charter Commissioner received 45 complaints in 2006. The Commission accepted all his recommendations. In 4 cases the result was a substantial change in the outcome of the original complaint. In 12 other cases the Commission agreed that further action was needed.

The Charter Compliance Panel, which consisted of Sir Brian Cubbon and Dame Ruth Runciman, audits the standard of service given to complainants by the PCC. It examined a large number of complaints files and the results of the Customer Survey, and reviewed progress on its previous recommendations.

The Panel made a number of recommendations which the Commission accepted. The changes include more publicity for the individual decisions taken on complaints, better communication with complainants and improvements to internal procedures. The Panel particularly want a greater effort to explain to the complainant the reasons for a decision that the complaint showed no breach of the Code.

Click [here](#) to read the full reports

To request a copy of either Annual Report, please contact Tonia Milton at [tonia.milton@pcc.org.uk](mailto:tonia.milton@pcc.org.uk) or by telephone on 020 7831 0022

**ENDS**

4 April 2007