

**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