

## PCC Customer Feedback Survey Results

The PCC are interested in complainant satisfaction therefore all complainants who receive a decision from the PCC are offered the chance to complete a survey. The results below were received between 1 April and 30 June 2013.

### ABOUT THE COMPLAINANT:

Where do you live?

	%	<i>% previous quarter</i>
England	79%	78%
Nrth Ireland	1%	2%
Scotland	13%	11%
Wales	3%	7%
RoW	3%	1%
NA/No opinion	1%	1%
<b>Total</b>	<b>100%</b>	<b>100%</b>

How old are you?

	%	<i>% previous quarter</i>
Under 30	9%	12%
30 - 50	38%	44%
51 - 70	44%	34%
71 and over	5%	7%
NA/No opinion	4%	3%
<b>Total</b>	<b>100%</b>	<b>100%</b>

Before making your complaint, how did you find out about the PCC?

	%	<i>% previous quarter</i>
Already knew about it	68%	65%
Internet search	24%	21%
Newspaper / Magazine	2%	3%
Other	4%	10%
NA/No opinion	2%	1%
<b>Total</b>	<b>100%</b>	<b>100%</b>

## PCC Customer Feedback Survey Results

Was your complaint about an article that made reference to you personally?

	%	<i>% previous quarter</i>
Yes	21%	39%
No	77%	60%
NA/No opinion	2%	1%
<b>Total</b>	<b>100%</b>	<b>100%</b>

Was the publication you complained about one you regularly read?

	%	<i>% previous quarter</i>
Yes	59%	53%
No	40%	46%
NA/No opinion	1%	1%
<b>Total</b>	<b>100%</b>	<b>100%</b>

### **PCC INFORMATION:**

Helpfulness of information on PCC Website?

	%	<i>% previous quarter</i>
0	2%	2%
1	2%	1%
2	4%	3%
3	14%	12%
4	34%	31%
5	28%	29%
NA/No opinion	16%	22%
<b>Total</b>	<b>100%</b>	<b>100%</b>

## PCC Customer Feedback Survey Results

### Ease of use and navigation of PCC website?

		<i>% previous quarter</i>
0	1%	1%
1	1%	1%
2	4%	4%
3	16%	11%
4	34%	33%
5	28%	28%
NA/No opinion	16%	22%
<b>Total</b>	<b>100%</b>	<b>100%</b>

### How would you rate the member of staff you spoke with on the telephone before making your complaint?

		<i>% previous quarter</i>
0	2%	3%
1	2%	0%
2	1%	0%
3	3%	3%
4	4%	6%
5	20%	20%
NA/No opinion	68%	68%
<b>Total</b>	<b>100%</b>	<b>100%</b>

### How would you rate the clarity of the information in our booklets?

		<i>% previous quarter</i>
0	1%	2%
1	1%	0%
2	1%	0%
3	4%	5%
4	3%	7%
5	10%	10%
NA/No opinion	80%	76%
<b>Total</b>	<b>100%</b>	<b>100%</b>

## PCC Customer Feedback Survey Results

### HANDLING OF COMPLAINTS:

How thoroughly was your complaint dealt with?

	%	<i>% previous quarter</i>
Very well	32%	35%
Well	18%	18%
Satisfactorily	25%	23%
Poorly	16%	16%
Terribly	7%	6%
NA/No opinion	2%	2%
<b>Total</b>	<b>100%</b>	<b>100%</b>

How well did our staff keep you updated with progress?

	%	<i>% previous quarter</i>
Very well	34%	42%
Well	20%	17%
Satisfactorily	28%	26%
Poorly	15%	10%
Terribly	1%	3%
NA/No opinion	2%	2%
<b>Total</b>	<b>100%</b>	<b>100%</b>

Was the overall time taken to deal with your complaint?

	%	<i>% previous quarter</i>
Far too quick	3%	4%
A little too quick	3%	1%
About right	58%	74%
A little too slow	25%	11%
Far too slow	10%	8%
NA/No opinion	1%	2%
<b>Total</b>	<b>100%</b>	<b>100%</b>

## PCC Customer Feedback Survey Results

Overall how helpful were PCC staff?

	%	<i>% previous quarter</i>
Very helpful	36%	46%
Helpful	26%	18%
Satisfactory	16%	21%
Unhelpful	10%	8%
Very unhelpful	3%	4%
NA/No opinion	9%	3%
<b>Total</b>	<b>100%</b>	<b>100%</b>

Overall how do you consider your complaint was handled?

	%	<i>% previous quarter</i>
Very well	32%	32%
Well	19%	17%
Satisfactorily	22%	25%
Poorly	16%	18%
Terribly	9%	7%
NA/No opinion	2%	1%
<b>Total</b>	<b>100%</b>	<b>100%</b>

Taking everything into account how do you consider your complaint was handled?

	%	<i>% previous quarter</i>
Very well	32%	32%
Well	18%	16%
Satisfactorily	20%	25%
Poorly	18%	18%
Terribly	10%	8%
NA/No opinion	2%	1%
<b>Total</b>	<b>100%</b>	<b>100%</b>