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Introduction from the Director

We achieve a considerable body of work, and want that to be out in the open for everyone to see.



This section of the report is designed to show a bit more about what the PCC actually does: the working parts of the system. I have been at the PCC for several years, only becoming Director at the end of 2009, and so I have seen (and performed) most of the jobs within the organisation. This means that I have had the chance to see how committed people are to making the PCC a success.

I think it is important for our report to convey this. The view of PCC staff is that we are offering a public service and – to the best of our ability – seeking to raise standards in the press by ensuring that all individuals can hold editors to account for their actions. We want to be open about how we do it.

So, there is a piece here about the “behind-the-scenes” work of the Commission: preventing harassment, giving pre-publication advice and proactively offering help. There is also a feature on the complaints department, which should show what complaints officers get up to all day (and sometimes all night).

The report covers the educative side of the PCC: we train journalists across the country, seeking to shape future decisions that will be taken in the newsroom. And we are involved in educating those on the other end of complaints. We want to help people who represent those who appear in the press to know more about us, and to use us with greater success.