

The Commission has a permanent staff of 15 people.

Based in Holborn, the secretariat deals with thousands of written complaints and telephone enquiries each year. Our staff train journalists and engage with complainant groups; they work to protect the vulnerable and are on call 24 hours a day. These are the people at the heart of the PCC.

PCC Chairman



◀ **Baroness Buscombe**
Chairman

PCC Director



◀ **Stephen Abell**
Director
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Kim Baxter ▶
PA to the Chairman and Director
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The Complaints department

The Complaints department comprises 6 staff, each of whom manages a caseload of between 40 and 50 complaints. In addition to dealing with formal complaints, Complaints Officers also give advice to both editors and members of the public who have a query related to the Code of Practice.

Scott Langham ▶
Head of Complaints
scott.langham@pcc.org.uk



Administration

The Administration department works with the Complaints department to ensure that all correspondence connected to a case is processed efficiently. It also offers general advice to members of the public and looks after the day-to-day running of the PCC.



◀ **Lynne Evenden**
Complaints Assistant
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▲ **Lauren Hay**
Receptionist/Complaints
Assistant
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▲ **Simon Yip**
Administrator
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◀ **Elizabeth Cobbe**
Complaints Officer
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◀ **Lisi Ke**
Complaints Officer
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Charlotte Dewar ▶
Complaints Officer
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▲ **Rebecca Hales**
Complaints Officer
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▲ **Stephen Wheeler**
Complaints Officer
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Communications and Public Affairs department

The Communications and Public Affairs department is responsible for the PCC's public relations work. It also runs the organisation's outreach work, training seminars and the PCC events programme, as well as managing the PCC website.



◀ **Jonathan Collett**
Director of Communications
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◀ **Tonia Milton**
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Will Gore ▶
Public Affairs Director
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◀ **Catherine Speller**
Communications Officer
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