

because of the funding of the organisation. That said, a number of complainants stated that they found the process to be fair. Unsurprisingly, this was mostly, but not exclusively, those complainants who were successful in their complaint.

- **Procedure:** a number of people commented that they considered IPSO to have dealt with their complaint promptly. Others stated that IPSO took too long to deal with their complaint. A small number of complainants stated that they found the process to be time-consuming. When comments related to the complaints officers, most of those who commented on it were of the view that the complaints officers were efficient and polite. The complaints officers were described as *'user friendly'* and *'polite and punctual'* and *'very well organised and efficient'*. Two of those surveyed had been the lead complainant – where there were 20 or more complaints about a single story – and they both commented that they found it to be a significant pressure and were unclear as to why they had been selected as lead complainants. One complainant stated that he did not have easy access to email and so found it challenging to engage with IPSO during the investigation.
- **Review:** of those (which was a small number) who mentioned the review process they all found it unsatisfactory. One of those who complained apparently expected the review to be a complete review of the decision rather than a review of the procedure and was accordingly very disappointed.

