

**PRESS COMPLAINTS COMMISSION**

*From the Chairman*

16 May 2011

Gill Shearer  
Head of Marketing & Communications  
Cumbria Police  
Cumbria Constabulary HQ  
Carleton Hall  
Penrith CA10 2AU

*SWR to  
OTM vrs*

Dear Ms Shearer

I am delighted to enclose a copy of "Perspectives: A look at 2010 through the eyes of the people who came into contact with the Press Complaints Commission" which is being published tomorrow. As you will see, your perspective has been published on page 8.

This is a different way of looking back at the year, and looking at ourselves. We have sought to show the relevance of the PCC to all sorts of people across society, and we hope that this approach will help showcase the full range of work we do.

You might also like to look at the annual review microsite for 2010 which – as well as featuring the contributions from this document - contains our complaints statistics, a "year-at-a-glance" calendar, the report of our Independent Reviewer, and a podcast with senior figures discussing the work of the PCC. You can find the microsite at [www.pcc.org.uk/review10](http://www.pcc.org.uk/review10)

Thank you very much for your contribution to such an important document, which is appreciated both by myself and everyone at the PCC. We know that there is public support for the work of the PCC, and overall satisfaction for those who use us. But we are committed to evolving and improving. If you have any further comments or suggestions about the PCC, please do get in touch.

I hope you enjoy reading all the contributions in the report, which I would encourage you to share with colleagues and anyone you think might benefit from knowing more about the PCC. If you require further copies, please contact Tonia Milton on [tonia.milton@pcc.org.uk](mailto:tonia.milton@pcc.org.uk).

With kind regards.

  
Baroness Buscombe

**CHAIRMAN**  
Baroness Buscombe

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