

I am a member of the public, a supporter of the Royal Charter and have a longstanding interest in ensuring that the Leveson Report is delivered fully and effectively. I have considered the consultation and read Hacked Off's submission to the PRP consultation, a copy of which is [here](#). I am writing firstly to say that I back Hacked Off's submission, prepared with the input of victims of press abuse. I hope you will take note of this.

One issue which I am passionate about in a press regulator is complaints handling, and in response to the Consultation I would like to draw your attention to my views (which I share with Hacked Off) on how the PRP should apply the Charter criteria in respect of this particular matter below.

Victimisation

In addition to what the PRP has already suggested, fundamental to the credibility and efficacy of any complaints system is the avoidance of victimisation of those who complain and the deterring of complaints or the coercion to drop complaints that flows from this activity.

Therefore in the guidance for applicants in relation to this criteria (or possibly criteria 10 or 11) the PRP should explain that when the time comes to determine what is "appropriate", they will need to be satisfied that:

the Regulator requires subscribers to have procedures in place for protecting complainants from victimization.