

Dear Press Recognition Panel,

I am a member of the public, a supporter of the Royal Charter and have a personal interest in ensuring that the Leveson Report is delivered fully and effectively and leads to proper protection from intrusion for private individuals. 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.

I have read the views of Hacked Off on complaints handling: I shall not repeat them in detail as you are no doubt familiar with them but I believe they are coherent and in the public interest. The requirements that subscribers

- o have procedures in place for protecting complainants from victimization.

- o (give) notice of any failures in compliance, together with details of steps taken to deal with failures in compliance"

- o have fair and accessible complaint handling mechanisms that are not biased towards the newspaper and give appropriate assistance to complainants.

impress me as particularly important. As Hacked Off say, this "will rely on the subscribers' record-keeping and reporting or inspection" and complaints handlers should as a minimum have no personal or financial interest in the outcome of a complaint or compliance rates. Therefore in respect of examples of possible evidence to satisfy the conflict of interest point,

"Complaints-handling and complaints-deciding staff in subscribers should be shown by contract to be insulated from newspaper performance indicators in respect of compliance." Also, to be effective, remedies must be enforceable and auditable. To the same end, all complaints should be recorded in a way that is traceable.

My particular concern is with the need to introduce pro-active protection from intrusion for private individuals who through accident or disaster find themselves in the public eye.

I trust that your work will lead to a system where 'the public interest' will be shown to mean that which promotes the welfare and respects the rights of individuals, particularly the most vulnerable, not that which sells most newspapers or online advertising.