

IPSO annual report from Wyvex Media Limited, Oban. 1 January 2015-31 December 2015

TITLES PUBLISHED

The Oban Times	print/digital edition	weekly (Thur)	11,769
The Campbeltown Courier	print/digital edition	weekly (Fri)	3,192
The Argyllshire Advertiser	print/digital edition	weekly (Fri)	2,455
The Arran Banner	print/digital edition	weekly (Fri)	3,053

RESPONSIBLE PERSON

Susan Windram, group editor, the Oban Times

OVERVIEW

Wyvex Media is a privately-owned company. It produces The Oban Times, which is the regional title for the West Highlands and covers the largest geographical spread of any local weekly newspaper in Scotland, serving an area which stretches from the Kintyre peninsula in the south to Fort William and Mallaig in the north. Sister titles, The Campbeltown Courier and Argyllshire Advertiser, circulate in the historically important but small Argyllshire towns of Campbeltown and Lochgilphead, while The Arran Banner serves the island off the west coast of Scotland that bears its name. All titles have a dedicated website, Facebook pages and Twitter feeds.

EDITORIAL STANDARDS

Maintaining high editorial standards is at the core of Wyvex Media's business. All our journalists are issued with the Editors' Code of Practice when they join and their contracts make it clear that they are expected to act within its guidelines.

Verification of stories

Editorial staff will always endeavour to follow best practice and will do their utmost to verify the stories that are put forward for publication. Our aim is to ensure fair, balanced and accurate reporting. Stories involving possible contentious issues are reviewed by the group editor who would seek pre-publication/ code compliance advice from IPSO and/or the company's lawyer where necessary.

Compliance with the editors' code

We will comply with the findings of IPSO and take the suggested remedial action.

COMPLAINTS HANDLING PROCEDURE

Wyvex Media seeks to resolve editorial complaints as quickly and as amicably as possible when a mistake has been recognised. However, we will defend our journalism when we believe that there has been no breach of the Code.

Readers who wish to bring a factual error to our attention are directed to the group editor/senior reporter, who will arrange a prompt correction of admitted inaccuracies. In the majority of cases corrections, clarifications and/or apologies will appear on the

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same page as the original article. If the story appeared online, so will the corrections, clarifications and/or apology.

All complaints will be handled in the first instance by the title editor or senior reporter. Initial contact with the complainant must be made within 24 hours. Any investigation will be completed within seven days where possible. Where the disputed article also appears online, it will be removed immediately until the investigation has been completed.

Each senior reporter/editor must report any corrections and formal complaints to the group editor in a weekly report. This should include the nature of the dispute and how the dispute was handled to make compiling the annual compliance report easier.

Every effort will be made to resolve complaints amicably, but if the dispute looks like it will not be resolved, the group editor must be informed as soon as possible so the matter can be discussed.

After initial contact with the editor/senior reporter, further official correspondence with the aggrieved party should come from the group editor so the complainer is aware the matter has been escalated.

If the group editor is satisfied the complaint has been handled properly but there is no resolution, complainants will be given details of how to contact IPSO. The Oban Times and its sister titles all have a standard complaints procedure which is published on the letters pages of our newspapers and on the websites. It explains in detail how we will attempt to resolve legitimate complaints and carries details of Wyvex Media's IPSO membership together with IPSO's contact details, if required.

All legal complaints (complaints that come via a lawyer's letter or a demand for financial remedy and refer to a cause of action) are handled by the company lawyers.

While there appears to have been no formal recording procedure under the previous editor, complaints received by The Oban Times and her sister titles will now be recorded in a monthly report by the group editor. Although complaints received on an informal basis are generally noted, given the trivial nature of many issues and the disparate way these complaints are received and dealt with (orally, by telephone, letter or email), it would be disproportionate for these types of complaints to be formally assessed in terms of the Code.

The most important factor is that all complaints are addressed, and if possible, resolved as quickly as possible. The complaints report will be made available to all editorial staff and will be submitted for the quarterly board meetings.

We state unequivocally that we will abide by the findings of IPSO and the remedial action it deems necessary.

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INTERNAL GUIDES

Journalists are all provided with the Editors' Code of Practice in hard copy form, which they receive when they join the department. We will also circulate IPSO rulings among staff, discussing and determining the implications. Staff have access to the house style guide and an up-to-date copy of Scots Law for Journalists (8th edition). Every employee also has a copy of the Employee Handbook, which is updated annually.

STAFF TRAINING

Journalists receive any relevant updates and guidance about the implications of regulatory changes, particularly in relation to the Editors' Code of Practice and industry best practice. All editorial staff at The Oban Times and its sister titles are obliged to attend a legal training course with refresher sessions ever two years. The sessions include discussions as well as presentations. The sessions are updated regularly to reflect any changes in the law, together with relevant cases. The course covers IPSO, including how it works, the Code itself, highlighting any recent adjudications of note. At the end of February 2016 all editorial staff attended a refresher organised through the NUJ.

ADVERSE ADJUDICATIONS

There have been no adverse adjudications against Wyvex Media, Oban.