

**PUBLISHER' S TITLES/PRODUCTS:**

Stratford Herald (Weekly paid for newspaper)

Midweek (Weekly free paper)

Focus Magazine (Free monthly glossy magazine inside Herald first week of the month)

Website and social media channels

**PUBLISHER' S RESPONSIBLE PERSON:**

Amanda Chalmers. Editor

**OUR EDITORIAL STANDARDS:**

Every reporter adheres to a strong policy of fair and accurate representations for their stories.

Every effort is ALWAYS made to give a right of reply in all stories of a potentially contentious nature.

In fact, they are encouraged to persevere with attempts to contact people right up until deadline, as opposed to settling on leaving one answer machine message.

I believe we need to be able to show genuine and sustained attempts at getting a quote for such times as there may be complaints.

No stories are ever to be taken on face value and copied from other media, such as websites/Facebook pages without due checks and corroboration for fear of repeating errors/defamations.

A close eye is kept on social media commenting and inappropriate remarks are removed at the first opportunity.

EVERY letter/email of complaint is responded to by myself – even in my absence as I stay in touch with my emails (except when abroad) and, if we accept there was an error of our making, a small apology article is published in the next available edition on the relevant page.

If it is not felt the inaccuracy is of our making we will not publish an apology but will attempt to resolve good relations by always addressing the issue.

I have only been editor here for 18 months and, in that time have had no cause to seek editorial guidance from IPSO.

**OUR COMPLAINTS HANDLING PROCESS.:**

We accept editorial complaints in written form and they are all brought to the attention of the editor or, in her absence, the deputy editor.

No records as such are kept, other than the email trail of discussions.

We seek to resolve editorial complaints as swiftly as amicably as possible in the form of a telephone or email apology and, if appropriate, repeat publication of the story with amended details. Only then, if the situation is still unresolved, would an apology or clarification be published but, only then, if it is an error of our making.

We do not provide any published information to readers about the complaints process but we find they automatically email the editor.

**TRAINING PROCESS:**

There is no training process and none has been carried out during my time here.

However, I refer you to 'Our Editorial Standards' at the top of this report.

There is clear guidance and policy in place in the newsroom.

There are no plans to implement any training policies.

**RECORD OF COMPLIANCE:**

No records of any complaints in my time here so far.

No incidents of breaching the editor's code.