

The Orcadian's history

The origins of the company go back 219 years when Orkney was a very different place. While Lord Nelson was busy defeating the French in the Battle of the Nile, Magnus Anderson was fully occupied setting up a bookbinding business in Kirkwall. The business was primarily focussed on the binding of bibles and gradually developed into a professional printing business; the first in the islands and a dramatic development at the time.

This was the birth of today's company. Totally different in both size and nature, but The Orcadian of the 21st century continues to introduce new development and stay at the cutting edge of technology. This has been the hallmark of the company throughout its history and most recently, *The Orcadian* newspaper has embraced the digital age by launching an online edition.

Back in 1854 when the newspaper was established the founder, James Urquhart Anderson – Magnus' son - and his forebears would now find the digital concept impossible to understand but, had they lived in the present age, they undoubtedly would have endorsed it.

Throughout the years the firm matured into a fully-fledged publishing and marketing company, producing the weekly newspaper, monthly magazine, local interest books, commercial design and print services in Litho/Digital/Large Format and Sublimation. *The Orcadian* have a bookshop and Gallery based in the centre of Kirkwall, along with selling books and local merchandise we are producing and selling our very own printed canvases, chromaLuxe ® panels and framed prints.

Titles published

Weekly newspaper ***The Orcadian*** which is produced every Thursday.
Monthly Magazine **Living Orkney** which is produced on the last Thursday of each month.
Yearly Tourist information Magazine **The Orkney Islander** which is produced every March.

Mervyn Ward - General Manager

Editorial standards

The Orcadian operates to strict editorial standards with all reporters clear on the requirement to taking accurate notes, gathering facts from reliable and relevant sources and ensuring that any information used as the basis of a story is accurate and verifiable.

All editorial staff are familiar with, and operate within, the guidelines outlined in the Editors' Code of Practice. In addition, all editorial staff have confirmed that they are aware with any changes to the current revised version, January 2016.

On top of that, being a local newspaper for a small place, a common sense approach is required when it comes to approaching news gathering and reporting.

At the end of the day, if the editor has any doubts about, or questions regarding, the factual accuracy of a story, it will not be published until such time as he is satisfied.

The Orcadian is aware that IPSO offers pre-publication advice on the Editors' Code. If editorial staff required guidance on this or the public interest exception in relation to an article that it was looking to publish, staff would contact IPSO for advice.

Manuals and guidance

We use www.ipso.co.uk and www.nuj.co.uk

Verify stories

Primarily, being a newspaper covering a small geographical area, local knowledge and common sense allows the editorial team to ascertain, immediately, whether a story is legitimate or not.

However, all staff know to check the facts of any claims made before proceeding to the stage of writing a story. All claims and facts are checked with the relevant authority/body/company/individual etc and discussed with the editor before progressing any story.

Details of any complaints during the period September – December 2016

No complaints were made during the period January – December 2016

Who handles complaints within The Orcadian

Sigurd Towrie - Editor and Mervyn Ward - General Manager

A summary of your complaints handling process

There are several ways to make a complaint. You can put information relating to the complaint in a letter and send it addressed to the Editor, The Orcadian, Hell's Half Acre, Crowness Crescent, Hatston Industrial Estate, Kirkwall, Orkney KW15 1GJ. Or you can email your complaint to newsroom@orcadian.co.uk alternatively you can call our reception on 01856 879000 who can take details and will pass it on to the Editor. We will treat your complaint confidentially, seriously and quickly.

Staff training

Staff training recently completed, digital journalism, shooting and editing on an iPhone, and maximising social media.