



TINDLE NEWSPAPERS LIMITED

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Tindle Newspapers Ltd annual statement for 2016 for IPSO

Introduction

Tindle Newspapers Ltd is an independent newspaper group. It is run by a board of directors, led by owner and Chairman Sir Ray Tindle.

The head office of Tindle Newspapers is in Farnham in Surrey. Newspaper centres are based around the UK, mainly in London, the West Country, Forest of Dean and Gloucestershire, and in Wales, and in the Isle of Man.

The group has a total of 592 employees and the annual turnover for the group for 2015 was £27,766,404.

Tindle Newspapers Ltd publishes weekly paid-for and free newspapers, weekly and monthly magazines, and a series of websites linked to the newspapers. The total circulation for the group is 2,772,402.

In August 2016, Tindle Newspapers purchased three newspapers on the Isle of Man from Johnston Press, along with the website, for £4.25m.

Earlier in the year, Sir Ray sold a small number of his papers – South London Press, the Mercury, the London Weekly News Series, Pulman's Weekly News in Dorset and the 'View From' titles in Lyme Regis – to local managers. Tindle executives Philip Evans, Karen Sheppard and Hannah Walker formed a new company called Capital Media Newspapers, in which they each owned 30 per cent, with Sir Ray retaining 10 per cent.

PUBLISHERS OF 200 NEWSPAPERS - MANY BETWEEN 100 AND 200 YEARS OLD

DIRECTORS: SIR RAY TINDLE, C.B.E., D.L., F.C.I.S., F.C.I.J., F.C.I. ARB. (Chairman),
LADY TINDLE, M.B.E., M.A. DIP.ED. (Lond.), OWEN TINDLE, B.A.(Hons.),
WENDY CRAIG (Vice Chairman and Executive Director),

Reg. No 798870 England

Our products

Cambrian News
 Abergavenny Chronicle
 Brecon and Radnor Express
 Tenby Observer
 County Echo
 Gem Series
 Monmouthshire Beacon
 Ross Gazette
 Y Cymro
 Isle of Man Examiner
 Manx Independent
 Isle of Man Courier
 West Somerset Free Press
 West Somerset Trader
 Wellington Weekly News
 Forest of Dean & Wye Valley Review
 The Forester
 Gloucester Review
 Farnham Herald Series
 Surrey & Hants Newspapers
 Petersfield Post
 Meon Valley News
 Life Magazines
 Valley Community Newspapers
 Biggin Hill News
 Faringdon Newspapers
 Leigh Times Series
 Crediton Country Courier
 View from the Blackdown Hills
 Midsomer Norton & Radstock Journal
 Chew Valley Gazette
 North Cornwall Advertiser
 Mid Cornwall Advertiser
 Cornwall Review
 Yellow Advertiser
 Chingford Times
 Enfield Gazette and Advertiser
 Haringey Advertiser
 Barnet & Potter Bar Press
 Cornish and Devon Post series,
 Journal Gazette Series
 North Cornwall Post and Diary.
 Mid- Devon Advertiser Series
 Totnes Times Series
 Dawlish newspapers
 Tavistock Times Series
 Cornish Times
 Admart
 Kingsbridge & Salcombe Gazette
 Plympton, Plymstock and Ivybridge News

Responsible person

The responsible person is Managing Editor Bev Thomas. Her contact details are bev@cambrian-news.co.uk, 01970 615000, 07891 544461.

Our editorial standards

Tindle Newspapers and its staff take very seriously the responsibility to publish material which is accurate and from trustworthy sources. Authenticity is paramount and every effort is made to offer all parties mentioned in stories the chance to comment pre-publication.

Rights of reply are always given and inaccuracies are corrected at the earliest opportunity.

Tindle Newspapers prides itself on being a fair, responsible, local newspaper group, which is close to its readers. Coverage of councils, courts and public meetings is still carried out by Tindle journalists.

All Tindle Newspaper journalists are aware that stories must be verified before publication. No leads are treated as reliable until they are checked and authenticated.

Tindle Newspapers has a contract with Foot Anstey for pre-publication legal guidance and advice. Tindle also subscribes to the News Media Association's legal advice service. All senior editorial staff make use of these services when necessary.

Guidance has, in the past, been sought from IPSO, and all editorial staff at Tindle Newspapers are aware that they can contact IPSO pre and post-publication to seek advice and guidance.

Training

All editorial staff in Tindle Newspapers are issued with copies of the Editors' Code, including new copies when the code is updated. This happened at the beginning of 2016 when a new version of the code was issued. Journalists are also told in their job offer letter that Tindle is contractually signed up to the IPSO Code of Practice. All journalists are aware of the IPSO hotline that they are entitled to ring.

In-house, on-the-job training is given to all journalists, plus regular law courses are held with external trainers, usually from PA. Also PA is used for reporter and newsdesk training where necessary and, on occasion, external trainers are brought in to do group training at selected centres.

Tindle Newspapers does not have company-wide internal manuals, codes or guidance for journalists – although the company is in the process of putting together such manuals to include print and digital guidance. Currently each centre issues its own guidance to staff, through the editor. This includes guidance on use of the IPSO code, and information and training on any changes to the code.

Our complaints-handling process

All of our papers and websites carry details of our complaints procedure, of how people can make complaints and also of how people can complain to IPSO. This information is in the same section in our newspapers every week; and there is a special section on our websites. There is a complaint form on our websites, which generates an e-mail to the editor of each of our titles. Complaints can be made by phone, letter, email or in person. However, we do insist that more serious complaints are in writing.

Minor complaints are dealt with by the reporter who has written the story or by the newsdesk. If a complainant wants to speak to someone more senior, or if the complaint is more serious, then they are put in contact with the editor or deputy of the publication concerned. All complaints are dealt with speedily and with full discussion with the complainant. Every attempt is made to resolve complaints amicably.

All complaints are documented and logged as soon as they are received. Each Tindle centre has a complaints book for such incidences. Complaints are also discussed in editorial meetings to see if editorial practices need to be reviewed or adjusted.

If a complaint cannot be resolved and is referred to IPSO, then it is the editor of that publication who takes charge of the process. All IPSO complaints are also reported to the Tindle Newspaper Board.

Our record on compliance

No complaints against any Tindle Newspapers were upheld by IPSO during 2016.