

Sussex Living Ltd
Structure

Brief Overview	<p>A4 publication within the Mid Sussex area. Sussex Living is owned and run by <i>*Media Sound Holdings Ltd, who took the magazine over on 14th December 2015.</i></p> <p>Our Editorial features, focus mainly on Mid Sussex, Topics we cover:- History, Community, Food & Drink, Health & Beauty, Home & Garden, Charities, Business and more. We try to ensure that our editorial is bespoke. We are a free pickup magazine, therefore relying on advertisers for revenue, the magazine is 40% Editorial & 60% Advertising or as near to this ratio as we can. We distribute 17,000, A4 copies within our area.</p>
Title	Sussex Living
Responsible Personal	<p>Tanis Banham – Managing Editor <i>*Allan Moulds – Managing Director</i> Sara Whatley and Cheryl Watkins – Assistant Editors</p>
Editorial Standards	<p>We pride ourselves in researching our area for interesting stories, that will engage our readers and advertisers. We have not sort guidance from IPSO. <i>* Writers are given clear instructions on any features we wish to include within the magazine, all editorial features are signed off by those involved with the feature. If we were in any doubt we would refer to the Editors code of practice 2018, a copy of which has been sent to all our contributors.</i></p>
Complaints Handling procedure	<p>We accept complaints in any form, telephone, Email or letter. Complaints are dealt with by Responsible Personal (as listed above), usually Tanis. Complaints are filed along with the outcome and dealt with as quickly as possible. In the event that a complaint is bona fide, we will always offer to rectify this in our next issue, in the first instance asking if an apology within the Editors Comment would be acceptable, should the complainant feel that this is not acceptable we would ask that they visit us so we can come to a satisfactory solution. We ask that should someone have a complaint they approach us in the first instance and if they are not happy with the outcome to contact IPSO these details are printed in the magazine every month.</p>
Training process	Being such a small team we do not have a Complaints Training manual.
Compliance Record	Attached
Appendix – Writers	Freelance writers contract – already submitted. All our writers are given instructions prior to either setting up an interview or researching any topic.

**Added December 2015 & January 2016*

Date	Complaint	Dealt with	Outcome
03/07/2017	Wrong name accredited to a sculptor in a feature	Cheryl Watkins	Apology and correction printed in following month's magazine

We love hearing from you for our Letters Page

If we have helped you advertise an event or featured you in an article,
please let us know how it went and see your letter in print

