

Jersey Evening Post

IPSO Annual Statement

1 January to 31 December 2018

INTRODUCTION

Overview

Guiton Publishing is the division of the Guiton Group that is responsible for the media interests in the autonomous jurisdictions of the Bailiwicks of Jersey and Guernsey that comprise the Channel Islands.

Although a single organisation, the businesses in both Jersey and Guernsey operate under laws unique to each jurisdiction and different from the UK. This means editorial decisions, although based on a common set of journalistic principles and ethics, must be made in accordance with local legislation and the requirements of Jersey common and customary law. The adherence to best-practice standards has been at the heart of the strong relationship that the Jersey Evening Post, the flagship title of the group in Jersey, has enjoyed with the community it has served for 129 years.

In common with publishers in the UK, Guiton Publishing has voluntarily signed up to IPSO and will always strive to meet its contractual obligations with the regulator. However, Jersey is not subject to the jurisdiction of the courts of England and Wales; and the States of Jersey, the Island's parliament, is the sovereign authority in the Island. While Guiton Publishing will strive to meet best-practice standards, local laws and obligations will, in all cases, need to take precedence.

The Jersey Evening Post is the Island's only daily printed newspaper and its online counterpart is a leading provider of digital news and commercial content. The newspaper has a local board of directors, both operationally and in non-executive capacity, and also a non-exec chairman, who are prominent in the local community.

Because of the compact nature of the markets we serve, the directors are easily accessed by members of the government, officers of the law and by the wider readership in general. The weekly reach of Jersey Evening Post is over half the adult population, higher than the combined readership of the English national newspapers, the combined reach of the radio stations and higher than commercial TV coverage.

Titles and products

Jersey Evening Post (and associated supplements)	Jersey Weddings
Business Brief	Prime Time
Confidential	Home 360°
Everybody Loves Jersey/Jersey Loves Food	Move
Who's Who	Jersey Almanac

JEP Digital Publications

www.jerseyeveningpost.com (and associated commercial platforms)

Responsible person

The publisher's responsible person is Zoë Le Cornu, Editor's PA, Tel: 01534 611624, editorial@jerseyeveningpost.com or zlecornu@jerseyeveningpost.com

OUR EDITORIAL STANDARDS

Overview

The Jersey Evening Post is committed to upholding the Editors' Code of Practice. Journalists are issued with copies of the code and details are set out on the company's intranet and placed on company notice boards. Training sessions – internally and externally – reinforce and refresh the importance of adhering to the code. All staff are reminded of the need to uphold the code at all times and the importance of representing the news organisation and its owners – and the profession of journalism – in a positive and professional manner.

Editorial guidance

In respect of IPSO, guidance would be sought prior to publication if deemed necessary by the editors. Any guidance would be considered alongside any legal advice (if any) that had been sought. Guidance would also be sought from IPSO in resolving complaints made to IPSO. This may take the form of agreeing a suitable resolution to a complaint with IPSO acting as the conduit between the complainant and the newspaper.

The Jersey Evening Post is committed to resolving all complaints as quickly and reasonably as possible.

Jersey Evening Post journalists and contributors are made aware of the importance of Clause 1 (accuracy) of the Editors' Code when researching, writing, news editing and sub editing articles and comment pieces.

Verification of stories

Editors demand that reporters and writers can stand up any claims made in their copy. In practice, this can mean a number of things, from the corroboration of information by a number of sources, to the use of supporting documentary evidence or a requirement to obtain information from a source who enjoys a level of privilege because they are deemed to make statements in the public interest (police, government ministers etc).

Editors are responsible for making sure that reports are fair and balanced. The Jersey Evening Post understands very clearly its duty to provide the right of reply.

Every story published in the newspaper is checked before publication. All news stories are checked initially by a news editor and then by a sub editor. All pages are signed off before publication by a senior member of the editorial department, in practice the editor or deputy editor.

Any stories of concern will also be checked by the editor or deputy editor.

In the vast majority of cases, articles published online are only available for uploading after they have been checked by the news editor and a sub editor. The articles are uploaded by the sub editors or a senior duty editor.

OUR COMPLAINTS-HANDLING PROCESS

In what form are editorial complaints accepted?

Complaints are accepted in all forms, by email, letter, telephone, via social media and in person.

Who handles editorial complaints internally?

All staff are advised that telephone, social media, in-person and email complaints that come to them directly are to be logged and passed on to their line manager, for example, the news editor, who will determine whether they reach a threshold or seriousness which requires them to be passed on. Those reaching that threshold are collated and logged by a central staff member, the editor's PA, upon completion of an internal notice-of-complaint form (see example attached).

The level at which the complaint is handled depends on its seriousness but could ultimately be passed on to be resolved by the editor or his deputy. In practice, the editor, deputy editor, or news editor ultimately handle complaints.

Postal complaints are generally logged and directed to the editor or his deputy for handling. Complaints received via (non-personal) company social media platforms are logged/resolved by the internet editor or passed on to the editor or deputy editor if necessary.

Records kept of editorial complaints and their outcomes

The editor's PA logs all complaints passed to her and records and files the outcome. All staff have access to an internal complaints form on which details of the complaint are logged. Outcomes are similarly logged. All forms are collated centrally by the editor's PA.

How Jersey Evening Post seeks to resolve complaints

Complaints which have some foundation are resolved by offering the complainant some form of redress, usually a correction/clarification in the newspaper and/or online or by removing the offending content from the online story. Corrections are either published on page 2 or the letters pages (pp 12 and 13). Requests from complainants for the publication of a correction on a specific page or for a correction to be published next to a follow-up story on the same subject are considered on their merits with a view to ensuring due prominence. Online corrections are generally added to the original article.

A significant percentage of complaints stem from a misunderstanding that can be addressed and resolved through the writing of a letter or email, usually by the editor, to the complainant. These letters aim to clarify the reasons underlying/explaining publication (prominence, news angle, page design, headline etc).

Complaints raised by our 'report abuse' button on the jerseyeveningpost.com online forum are directed to senior staff who either edit or delete the offending comment if warranted.

What information it provides to readers and where about its internal process for editorial complaints and IPSO's complaints process**Online**

The home page of the newspaper's website, jerseyeveningpost.com, features a 'Making a complaint' link, <https://jerseyeveningpost.com/complaints/> which leads to a simple explanation of the newspaper's complaints policy and a further, clearly-marked hyper-linked email address invites those with a complaint to email the editor. A postal address is also provided for those who wish to complain in writing.

The section of the website makes clear that the company abides by IPSO guidelines and contains a hyperlink direct to the IPSO website and the Editors' Code.

In paper

There is a daily panel underneath the editorial leader column which names the editor and gives an email address for the editorial department.

There is also a panel on the letters pages under the heading 'Complaints procedure'. It provides a brief explanation of the complaints policy and gives telephone, mail and email contact details for making a complaint. Since December 2017 this panel has been headed by the new IPSO-Regulated mark.

OUR TRAINING PROCESS

Our journalists receive legal training as part their journalism training and they regularly refer both to the Editors' Code of Practice and McNae's Essential Law for Journalists.

Reporters have all been advised about the complaints handling methods outlined above and issued with the Editors' Code of Practice. Their attention is drawn to relevant aspects of the code by senior managers as and when stories about juveniles etc are instigated. The code is also posted prominently on noticeboards for reference.

The Jersey Evening Post has undertaken a series of training sessions with all members of editorial staff to ensure they are familiarised with the IPSO editors' code.

Training involves a detailed analysis of the code followed by group discussion of case studies and then a Q&A to make certain that the training has been well understood. Staff who do not show reasonable understanding will get extra training and new staff will receive full training. The process will be re-evaluated each year with emphasis on new staff and those who show weakness in their understanding of the code. A copy of the training materials currently used is attached.

An IPSO workshop was held in Jersey on 18 July 2018 lead by Charlotte Urwin, Head Of Standards and Bianca Strohmann, Head of Complaints over two sessions for all editorial staff.

A new version of the Editors' Code of Practice was issued on 1 January 2018. This was circulated to all editorial staff and copies were placed on notice boards.

Other than the Editors' Code of Practice and McNae's Essential Law for Journalists referred to above, we do not currently have any additional internal manuals or codes for use by journalists.

OUR RECORD ON COMPLIANCE

The Jersey Evening Post received an email on the 13 July 2018 from the ASA who received a complaint about an article featured on the Jersey Evening Post website (published on 31 May 2018). The article was also published in the paper on 30 May. The complainant believed it contained advertising content which was not clearly identifiable as such. They asked us to explain the nature of the relationship between ourselves and the business and confirm whether a commercial relationship existed and whether they had any creative control over these opinion pieces, such as the final say on what could be published.

The editor confirmed that the opinion piece was not linked to any paid-for advertising and the editor retained editorial control. The person was invited to write the article as he had knowledge of, and an interest in the townscape. As part of our business coverage, we regularly invite business leaders to contribute on issue-based comment articles.

The ASA confirmed that they would not take any further action and the matter would be closed.

Attachments

1. Complaints form
2. How to make a complaint
3. Training exercises
4. Training questions and answers
5. IPSO training presentation

COMPLAINTS FORM

DATE COMPLAINT RECEIVED	
COMPLAINANT NAME & CONTACT DETAILS	
VIA	PHONE <input type="checkbox"/> EMAIL <input type="checkbox"/> LETTER <input type="checkbox"/> SOCIAL MEDIA <input type="checkbox"/> IN PERSON <input type="checkbox"/>
REPORTED TO (name of staff member)	
ACKNOWLEDGEMENT DATE (if applicable)	
DATE OF PUBLICATION	
DETAILS OF COMPLAINT	
ACTION TAKEN	
OUTCOME	
DATE RESOLVED	
SIGNED	

Please complete and return to Editor's PA for logging into complaints register for IPSO reporting

Office use only	
Ref No	
Entered into register	

Property (<http://property.jerseyeveningpost.com/>) Jobs (<http://jobs.jerseyeveningpost.com/>) Motoring (<http://motors.jerseyeveningpost.com/>)
 Family Notices (<https://www.familynotices.je/>) Picture Store (<http://jerseyeveningpost.newsprints.co.uk/?jep-home>)
 Digital Editions (<http://edition.pagesuite-professional.co.uk/digitaleditions.aspx?tab=0&pid=7e167572-56ec-4878-bdf0-e542f200dd61>)
 JEP Extra (<http://jepextra.jerseyeveningpost.com/>) Login ([/login/](#))

[# \(/\)](#) [News \(/news/\)](#) [Sport \(/sport/\)](#) [Weather \(/weather/\)](#)

[\(/\)](#)

[Competitions \(/news/competitions/\)](#) [Services \(/services/\)](#)

Making a complaint

The Jersey Evening Post takes complaints about editorial content seriously.

We are committed to abiding by the [Independent Press Standards Organisation](http://www.ipso.co.uk) (<http://www.ipso.co.uk>) ("IPSO") rules and regulations and the Editors' Code of Practice that Ipsos enforces.

Complaints details

If you would like to make a complaint under the terms of the Editors' Code administered by IPSO please email editorial@jerseyeveningpost.com (<mailto:editorial@jerseyeveningpost.com>). If you wish to make your complaint by post, please write to: The Editor, P.O. Box 582, Five Oaks, St Saviour, Jersey, JE4 8XQ

If you would like to make a complaint about the Jersey Evening Post on an editorial issue not covered by IPSO and the Editors' Code, please email news@jerseyeveningpost.com (<mailto:news@jerseyeveningpost.com>).

Complaints policy

- 1) The Jersey Evening Post aims to handle all complaints as efficiently and effectively as possible.
- 2) All complaints will be acknowledged on receipt.
- 3) If we receive multiple complaints about the same issue we may make one response to all.
- 4) We may request further information from you to enable us to investigate your complaint.
- 5) We will deal promptly with complaints. Once full details have been established, we aim to resolve within 28 days any complaint brought under the IPSO Editors' Code. If we fail to resolve such a complaint to your satisfaction within this time, you may refer the matter to IPSO. If we believe that no breach of the Editors' Code is involved, we will tell you.
- 6) You can see a copy of the Editors' Code [here](http://www.editorscode.org.uk/the_code.php) (http://www.editorscode.org.uk/the_code.php).
- 7) If at any stage of your complaint we do not hear back from you within 28 working days, we will consider your complaint resolved.

Get involved	Useful links	About the website	Follow us on
Send us your news (/send-us-your-news) Subscription (http://jepextra.jerseyeveningpost.com/)	Advertise with us (/jersey-evening-post/advertising/) Delivery and Subscriptions (/jersey-evening-post/delivery-and-subscriptions/) Making a complaint (/complaints/)	Graduations (/jersey-evening-post/editorial/graduations/) Guernsey Press (https://www.guernseypress.com) About us (/about-us/) Contact us (/contact-us/) Terms of website use (/terms-of-website-use/) Privacy Policy (/privacy-policy/) Homepage (/) Update your cookie preferences	

[Back to top](#)

© 2019 Jersey Evening Post. All rights reserved

TRAINING EXERCISES

1. A married couple complained that an article headlined "Sweet result for Mica's charity stall", published in the Camberley News and, had intruded into their teenage daughter's privacy in breach of Clauses 3 (Privacy) and 6 (Children).

The article reported that a 13-year old girl was selling cakes at a farmers' market to raise funds for ME Research UK because her friend - the complainants' daughter - had the condition. The article named the complainants' daughter, included a photograph of her, and made clear that she had ME (myalgic encephalomyelitis). The complainants said that they had been happy for their daughter to be photographed but had not consented to the publication of her name and photograph in connection with details of her medical condition. Publication of the article had caused their daughter great distress as the family had tried to avoid labelling her as having ME, and had therefore informed people of her condition only when necessary.

The newspaper said it had intended to support the fundraising initiative, and it sincerely apologised to the complainants for the distress caused and offered to make a financial contribution to an ME charity of the complainants' choice. It had been contacted by the organisers of the market seeking publicity for the event. The photographer had taken a picture of the complainants' daughter and her friend at the stall; the friend had provided information about the complainants' daughter's medical condition. The newspaper said the complainants' daughter had been present when this information was disclosed. The photographer had then spoken briefly to a woman he took to be the girl's mother, who had commented that she would soon be taken home as she tired easily. A number of other people had been present, and the photographer had received no impression that the child's condition was considered to be confidential.

The complainants denied that the photographer had spoken to them or that their daughter had been present when the information regarding her medical condition was disclosed to the photographer. The newspaper's apology and offer of a charitable contribution were not sufficient in the complainants' opinion in light of the distress caused by the article.

2. Mrs Rebecca Louise Elder, acting on behalf of the parents of a pupil at Fernhurst Pre-School, complained that an article headlined "Pre-school child porn web shock", published in the Midhurst and Petworth Observer, had included a photograph of the pupil in breach of Clause 6 (Children).

The front-page article reported pornographic messages and links to websites showing indecent images of children had been posted in the comments section of the pre-school's website. The piece had been accompanied by an image of the website's homepage, which contained a photograph showing part of the face of a current pupil.

The child's parents considered that the use of the image had endangered the child in breach of Clause 6. The complainant noted that child protection agencies warn that using photos of children in stories of a sexual nature can make them vulnerable to "grooming"; in addition there is a risk that such photos may be used inappropriately by others. Local people had recognised the child from the image, but her parents did all they could to shield her from the consequences of its publication. The child's face should have been obscured and permission to use the image obtained.

The newspaper said that it was impossible for people to identify the child from the image, unless they had previously been made aware of it; only her nose and mouth were partially visible, and her gender was not obvious. The child was in no more danger as a result of

the article than other pupils pictured on the pre-school's website. Although the newspaper was confident that the child was not identifiable, it had decided to blur her visible features when the story was published online.

3. Rebecca Morris complained that an article headlined "Model pix cop has quit force", published in the Halesowen News breach of Clauses 1 and 3 (Privacy).

Accuracy: The article reported that the complainant had left her employment as a Police Community Support Officer following press reports about photographs of her modelling that had been published online.

The complainant denied the newspaper's claim she was "carving out a second career as a motor show promotions model"; she had not been paid for the photographs posted online, which had been taken as part of a hobby. She also considered that the article suggested, inaccurately, that she had left her job because of the publicity surrounding the photographs.

The newspaper took 45 days to provide an initial response to the complaint. While it noted that the article had been based on an agency report and stated that it therefore could not provide any details about the journalist's newsgathering methods, it denied having published any inaccuracies. It did not accept that its article had suggested that the complainant had left her job because of the previous press coverage of the photographs. It maintained that the complainant had promoted herself as a model seeking paid employment in that field.

Privacy: The complainant said that the newspaper's publication of her name, age and area of residence was intrusive. She argued that this was a security issue, as she had previously received death threats when people had learnt that she worked for the police. The complainant also objected to approaches made to her neighbours by a journalist in an effort to obtain comment on the story.

The newspaper denied that its coverage had intruded into the complainant's privacy; it said that the photographs of the complainant had been freely available online at the time of publication, and that its article was based on information in the public domain.

4. Nicki McLellan complained that an article headlined "Saleswoman who targeted doctor's patients and poor is exposed", published by the Kent and Sussex Courier on 3 August 2012, contained information which had been obtained using subterfuge and clandestine devices in breach of Clause 10 (Clandestine devices and subterfuge) and also breached Clause 1 and 4 (Harassment).

After reading an article about a woman experiencing financial hardship, a representative of the complainant had contacted the newspaper in order to offer her an opportunity to make extra money. The woman had agreed to meet the complainant but had been accompanied by a reporter from the newspaper posing as her partner.

The complainant suggested that the woman might wish to join her in working in the "multi-level marketing sector" selling "wellness products" and gave a presentation about the company. She suggested that the woman and her "partner" should attend a further presentation on the scheme, and described how she used her role as a receptionist in a doctor's surgery to meet potential customers.

The newspaper's coverage focused on the complainant's admission that she had recommended the products to patients at the surgery. It referred to the complainant's

comments at the meeting, which had been recorded without her knowledge, and was illustrated with still images of her.

The complainant said the newspaper's use of subterfuge had been wholly unjustified: she had acted with good intentions to help the woman find a new source of income. The reporter had not taken steps to investigate the matter before resorting to subterfuge.

The newspaper said it had been concerned that the complainant intended to involve the "vulnerable" woman in a direct-selling scheme that required a significant initial financial outlay. Its research had shown that reputable sources had raised concerns about the practice of direct selling, and it had been keen to learn whether the complainant was "targeting" vulnerable individuals. It had decided the only way of investigating further was to employ subterfuge.

Following the meeting, it had decided that publication of the material was justified by a sufficient public interest, particularly in light of the revelation that the complainant had used her position as a receptionist at a doctor's surgery to make sales for her business.

Harassment: The complainant said that after the meeting the reporter - who had informed her of the subterfuge - had been "pushy" and had emailed her a list of questions about the incident, despite her having made clear in a telephone conversation that she did not wish to comment. Later the same week she had been told not to come to work at the surgery because the reporter was present in the car park. The complainant said that, contrary to a suggestion in the article, the surgery had been fully aware of her involvement in the "multi-level marketing sector".

The newspaper said its reporter had been happy to end the call when the complainant made clear that she did not wish to comment. The purpose of the email, which acknowledged her desire not to comment, was to make the complainant aware of the questions he had intended to ask; it had not requested a response. The reporter had attended the surgery in order to photograph the site and speak to patients; he had no intention of talking to the complainant or photographing her. The Primary Care Trust had provided the newspaper with a statement that, while the surgery knew the complainant was involved in direct selling, it was unaware of her approaching patients about the products.

Accuracy: The article had reported that the complainant's comments about selling products to patients had prompted the practice to investigate the matter. While the complainant maintained that the practice had been aware of her activities, the relevant PCT had told the newspaper that the surgery had been unaware the complainant was selling products to patients. It had issued a statement, included in the article, that it was investigating the matter. The complainant chose not to comment before.

5. A man complained that an article published in The Bolton News had breached Clauses 1, 3, 12 (Discrimination) and Clause 14 (Confidential sources).

The complainant had contacted the newspaper to alert it to his concerns about the misuse of the blue badge system in Bolton's car parks. The article reported his account of an incident of alleged misuse, along with his name, age and partial address. It noted that both he and his wife (who was not named) were disabled and identified their medical conditions. While the complainant acknowledged that he had initiated the contact with the newspaper, he said no consent had been sought for the publication of the couple's personal information. He considered that it could lead to reprisals and suggested that his wish for anonymity should have been evident to the newspaper when he cancelled an

appointment to be photographed for the story; he had made clear at this point that the publication of a picture of him was not a good idea "as [he] didn't want to be identified", due to his wife's profession. The complainant said he had recordings of his calls with the reporter but declined to provide them to the Commission.

The complainant also said that the headline's suggestion that he had expressed "anger" about the blue badge abuse was inaccurate; he only felt "disappointment". He expressed concern about the description of the local council's abrogation of duties regarding blue badges as a "legal loophole", and what he considered as an inaccurate suggestion in the article that his wife had been present when he witnessed the alleged infraction. He considered that his and his wife's disabilities were irrelevant to the story and said that he had only provided details of their conditions following a question from the reporter.

The newspaper said that the information had been freely provided by the complainant, who had approached the newspaper about his concerns; it noted that this was not the first occasion on which he had brought local issues to its attention in this way and that in addition he maintained a blog on which he commented about local issues. During the telephone conversation in which the complainant had identified his and his wife's medical conditions, he had referred to his wife being present in the room, and the newspaper had understood from this that she consented to the publication of the information. While it accepted that the complainant had changed his mind about being photographed, it denied that he had asked to be treated as a confidential source or requested that any detail be withheld from its report.

Confidential sources: states that "journalists have a moral obligation to protect confidential sources of information". Where an individual initiates contact with a newspaper with the aim of providing information for publication, there is a basic expectation that this information will be attributable. Clause 14 is generally engaged only in instances where an agreement, of some form, has been reached that the individual will be treated as a confidential source. On this occasion, while the complainant suggested that the newspaper should have inferred his position, he had not sought to argue that he had initiated a conversation about the issue or reached such an agreement with the newspaper. There was no breach of Clause 14.

Privacy: The complainant had contacted the newspaper and provided it with information about the incident. He had also disclosed information about his medical condition without stating that this was to be treated confidentially.

The situation with regard to the complainant's wife was less clear cut. The Commission has made clear, on a number of occasions, that medical information poses a significant potential for intrusion and should be treated with caution, particularly where it has been provided by a third party. Does the fact that the woman was in the room when the complainant was talking to the newspaper have any bearing?

Accuracy: Clause 1 states that newspapers must take care not to publish inaccurate or misleading information and requires that significant inaccuracies, once recognised, must be corrected. The complainant said the headline and the reference to the "loophole".

Discrimination: Clause 12 (ii) states that details of an individual's physical or mental illness or disability must be avoided unless genuinely relevant to the story. What do you think?

6. The mother of Hannah Sharp, on behalf of her family, complained that coverage in the Chester Chronicle of an accident involving her daughter breaches Clauses 1, 3, 4, 5 (Intrusion into grief or shock) and 8 (Hospitals).

In October 2008 the complainant's daughter had been seriously injured following a road traffic accident in which the driver was killed. The incident and the aftermath were covered by the newspaper.

Privacy and hospitals: Hannah spent five months in hospital, and the complainant was concerned that the newspaper had made a number of 'condition checks' with the hospital following the accident. She said that the hospital had breached her daughter's confidentiality by releasing information about her medical condition without the family's consent.

The complainant was also concerned about the newspaper publishing private information about her daughter's health. One article had given the complainant's daughter's first name, in addition to quoting a spokesman for the hospital who said that 'the patient sustained serious head injuries and as a result will require long-term care'. By not checking explicitly that the family was happy for this information to be released by the hospital, the newspaper had failed to show respect for her daughter's privacy at a time when she was seriously ill. This also represented a breach of Clause 8 (ii).

In February 2009, the family asked Cheshire Police to make clear to the newspaper that the family did not wish for it to make further enquiries with the hospital. The hospital's Chief Executive wrote formally to the newspaper in June 2009 to ask it not to 'use our briefing on the current/future medical situation of [the complainant's daughter] in any future articles'.

In response, the newspaper said it understood that it would have been a traumatic time for the families of both young women, and it was not its intention to add to their distress. The reporter's calls to the Intensive Care Unit at the hospital were routine journalistic practice to ensure that any published information was up-to-date, and it assumed that the hospital had followed the correct procedures in releasing information, including consulting the family. The newspaper had only used the victim's first name until her surname had been revealed at the inquest, together with the name of the road where she lived.

Harassment and Intrusion into grief or shock: The inquest into the death of the driver was held on 9 July 2009 and - given the fact that there would be press interest - the family had reluctantly released a statement, although this did not contain any undisclosed medical information. Aside from this, a representative of the family made clear orally that they did not wish to speak to the press.

Notwithstanding this request for privacy, the newspaper's reporter visited the family home on 13 July to ask for further information about the daughter's condition, and spoke to her aunt for 10 minutes on the doorstep. The complainant felt that the enquiries had not been conducted with sympathy and discretion, as the reporter persisted in asking intrusive questions such as whether her daughter was conscious. He also asked whether a photograph could be provided. The newspaper had also pursued the story with the family's solicitors, repeatedly contacting them after the inquest. The solicitors confirmed that the family had nothing to add to the press statement.

The complainant added that - at the time of the accident - the reporter had approached a family friend for information and was informed that the family did not wish to be contacted.

The newspaper said that its reporter had decided against approaching the family at the time of the accident. After the inquest, he had been given the statement by the family's representative, but was certain that she did not say that an approach should not be made to the family. Given the family's comments in the statement he wondered whether the family may wish to speak further - nine months after the accident - and therefore visited the complainant's home. The aunt declined to comment on the case, and was insistent that nothing relating to the conversation should be published, which the newspaper respected. It did not agree that the reporter had acted insensitively.

The reporter only called the complainant's legal representative twice, leaving an answerphone message once.

Accuracy: The complainant said that a report of the inquest in Chronicle Xtra (13 July) was inaccurate when it claimed that her daughter had been left 'permanently brain-damaged'. Not only was this supposition - as the nature of brain injuries was unpredictable - but the complainant was concerned about the source of this information, given the efforts she had made to stop the newspaper from making further enquiries with the hospital. Her daughter's medical condition had not been mentioned at the inquest. This article also inaccurately described one witness as a 'neighbour and school friend' of her daughter, and said that her daughter and partner had been 'dating for about three months', rather than one.

The complainant said that a further article of 16 July was inaccurate when it stated that 'Hannah's family regard it as something of a miracle that she is still alive'. This inaccurately paraphrased the family's statement.

The newspaper was willing to publish a correction and apology in regard to the inaccuracies in the piece. The description of the injuries as 'permanent' and 'long-term' were not based on any form of family or official statement, and the newspaper accepted that the earlier hospital statement may have confirmed the position in the reporter's mind. It agreed that this was insensitive and inappropriate, and apologised to the family, offering to do so in public too.

7. Paul Kirkland complained that an article headlined "Road closed after accident", published on the website of the Wiltshire Gazette & Herald on 13 February 2008, and an article in the Wiltshire Gazette & Herald on 14 February 2008 headlined "Driver trapped", intruded into his mother-in-law's privacy and into the shock of the family in breach of Clauses 3 and 5. He also raised concerns under Clauses 1 and.

The complainant's elderly mother-in-law had been injured in a road accident. The newspaper's online report of the crash the same day included a photograph of the victim being treated by the emergency services, which the complainant considered to be extremely graphic.

The complainant said that the article had been published when not all members of the family had been informed of the accident or had known the extent of the injuries. Given that the article had (incorrectly) stated that the police officers "fear for her life", the newspaper's reporting of what it understood to have been a potentially fatal accident was intrusive and insensitive. While the photograph which appeared in the newspaper the following day had obscured the victim's face, the complainant maintained that it was still intrusive.

The newspaper said that the accident had occurred in the daytime on a public road and had caused long tailbacks. The images had been removed from its website as soon as a

complaint from the family was received via Wiltshire Police, even though this was out-of-hours. The paper also carried a critical letter from the complainant in its next edition – which included an editorial footnote of apology – and had sent a private letter of apology to the family.

In considering the complaint under Clauses 1 and 2, the Commission noted that the newspaper said that the police at the scene had indicated that they were concerned that the injuries were life-threatening. It was not possible for the Commission to determine precisely what police, in the moments following the accident, had said. No representative of the police force had complained about the accuracy of the claim about their initial fears.

8. Edward Clark complained that an article headlined "Storm over 'drug addict' accusation", published in the Whitstable Times, was inaccurate and misleading in breach of Clause 1.

The articles reported an allegation, sent in an anonymous email to the newspaper, that the complainant - who had been awarded the lead role in his local operatic society's latest production - was an "ex-heroin user". The complainant said that this was incorrect: he had never used heroin in his life. He had made clear his absolute denial of the claim to the newspaper before publication and this had been included in the article. He said that the newspaper should not have published the story based on the unsubstantiated claims of a single anonymous source.

The newspaper said that deciding to run the article was "a difficult call". However, the anonymous email contained a serious allegation about the complainant and it had decided to investigate by contacting the complainant and the chairman of the operatic society for their comments. The article gave the complainant the opportunity to deny the allegation. Following the complaint, the newspaper: removed the online version of the article; published letters of rebuttal from the complainant's mother and the chairman of the operatic society; and published an apology to the complainant for any distress caused.

- 8) You receive an early tip-off that a senior politician may have been involved in a fatal crash. Police have not confirmed who has been killed but you only live a few minutes from where the politician lives. What should you consider before deciding if you should go to her house to seek confirmation that she was the person who was killed?
- a) This is likely to intrude of the family's grief and shock, especially as it is not clear if they know of the politician's involvement
 - b) Breaking bad news is just one of the things that journalists have to do
 - c) As long as I'm sensitive there is nothing to worry about
- 9) IPSO upheld a complaint by the Duke of York against the Daily Mail after the newspaper chartered a helicopter to fly over the Royal's home when his daughter threw a birthday party. Was the complaint made, and upheld, under:
- a) Clause 6 (children)
 - b) Clause 2 (privacy)
 - c) Clause 1 (accuracy)
- 10) The Bristol Post ran a story about drunken passengers being escorted off an Ibiza plane. It contained a picture, taken by someone on the plane, of the incident and showing the captain and cabin crew watching the police deal with the situation. Captain Phillip Howell complained under Privacy Clause. He argued he could be targeted by the accused men. Was the complaint upheld?
- a) yes
 - b) no
- 11) A couple ask you to interview their innocent son who is in hospital having been beaten up by thugs who police want to trace. What course of action should you take?
- a) Ask the sister on the ward if she has any objection to you interviewing him
 - b) Go in with the parents and starting interviewing the boy
 - c) Tell a senior manager that you have been invited by the parents and is there any objection to you being there
- 12) Which of the following statements are correct?
- a) There is no reason to stop you reporting about a person's sexual orientation
 - b) Just because someone is not openly gay is no reason not to report the fact
 - c) Details of an individual's sexual orientation must be avoided unless genuinely relevant to the story
- 13) You telephone the sister of a man who has been killed in a road accident while working overseas. His company has supplied details of the accident and personal information about the man. If his sister tells you she has not seen her brother for many years and has nothing to say and puts down the phone, do you:
- a) Call her back immediately, telling her there is public interest in knowing more about the man

- b) Wait 24 hours and call her back to see if she has changed her mind
 - c) Tell your news editor that the woman has made it clear that she does not want to be contacted
- 14) Some of the clauses of the Editors' Code have a public interest exception. Do any of these apply? (Choose as many as you think correct.)
- a) A free press demands freedom for it to write what it likes providing it does not break the law
 - b) Disclosing a miscarriage of justice
 - c) Protecting public health or safety

Answers

- 1) a - True
- 2) a - £1m
- 3) b - headlines
- 4) a - excessive detail
- 5) c - gender identity
- 6) c - Clause 6 (children)
- 7) b - Clause 14 (confidential sources)
- 8) a - Clause 4 (intrusion into grief and shock)
- 9) b - Clause 2 (privacy)
- 10) b - No
- 11) c - Clause 8 (hospitals)
- 12) c - Clause 12 (discrimination)
- 13) c - Clause 3 (harassment)
- 14) b and c (public interest over-ride)