



News Corp UK & Ireland Limited's IPSO Annual Statement 2018

1. Introduction

The Regulated Entity (as defined in, and for the purposes of, the Independent Press Standards Organisation CIC Regulations 2013) is News Corp UK & Ireland Limited ('News UK'). The Relevant Period is the period running from 1 January 2018 to 31 December 2018.

1.1 A brief overview of News UK

News UK is a wholly-owned subsidiary of News Corporation, an entity incorporated in the United States and listed on the NASDAQ Stock Exchange. The following companies are wholly-owned subsidiaries of News UK:

- News Group Newspapers Limited ('NGN'), which owns and publishes The Sun;
- Times Newspapers Limited ('TNL'), which owns and publishes The Times and The Sunday Times; and
- Times Literary Supplement Limited ('TLSL'), which owns and publishes The Times Literary Supplement.

1.2 News UK's titles

a) The Sun



ABC figures, March 2019:

- Average print circulation: 1,358,945
- Daily average unique browsers: 5,461,351

Websites:

- <https://www.thesun.co.uk/>
- <https://www.thescottishsun.co.uk/>

The Sun is Britain's biggest newspaper in print and online, and in 2019 celebrates its 50th anniversary. It has remained number one with a steady diet of showbiz exclusives, hard-hitting news interviews, unparalleled political coverage and the best sports pages on Fleet Street. An agenda-setting chat with President Trump led news coverage here and abroad for days afterwards, and a series of scoops on the early release of black cab rapist, John Worboys, alongside a legal challenge, not just kept him in prison but led to a change in transparency guidelines around parole hearings. Successful campaigns have included Save Our Shelters, which forced the Government into a U-turn on funding for women's domestic violence refuges, and to amend the rollout of the Government's Universal Credit system. The Sun picked up Website of the Year at the Society of Editors Press Awards and has won a series of awards for showbiz and entertainment journalism, too.

THE TIMES

ABC figures, March 2019:

- Average print circulation: 405,013
- Daily average unique browsers: 81,785

Website:

- <https://www.thetimes.co.uk/>

The Times, founded in 1785, is the oldest national daily newspaper in the UK and holds an important place as the 'paper of record' on public life, from politics and world affairs to business and sport. Agenda-setting news reporting and analysis are complemented by an incisive Comment section, featuring columnists from across the political spectrum and the best satirical cartoonists. Other prominent fixtures of the paper include the Register section and puzzles pages (The Times introduced Sudoku to the nation back in 2005). In an age when world leaders routinely dismiss unwelcome reports as 'fake news', readers need a source they can trust for honest journalism that informs, entertains and analyses without bias. In 2018 they found it, once more, in The Times, with agenda-setting investigations and exclusives, unrivalled coverage of politics and business at home and abroad, and a range of columnists from all sides of the political spectrum showcased in print and on digital platforms.

Important stories were broken throughout the year. The Times investigation into the sexual exploitation of Haiti earthquake survivors by Oxfam staff and exposure of the subsequent cover-up led to a complete change of leadership at the charity and prompted government calls for reform of the sector. The international development secretary praised The Times for holding Oxfam to account for its 'betrayal of trust'. An investigation into Britain's 'lost children', the first in-depth examination of Britain's violent knife crime epidemic, sparked national debate. So, too, did Andrew Norfolk's investigation into the shocking plight of an autistic woman pimped out by her carers. After The Times revealed that the Home Office was turning a blind eye to forced marriages, there was a change of government policy.

c) The Sunday Times

THE SUNDAY TIMES

ABC figures, March 2019:

- Average print circulation: 711,872
- Daily average unique browsers: 99,015

Website:

- <https://www.thetimes.co.uk/>

The Sunday Times, founded in 1822, is Britain's best-selling quality national Sunday newspaper. With an unrivalled depth and breadth of coverage through its eight separate sections, The Sunday Times enjoys the largest audience reach of any quality Sunday newspaper. It has continually broken boundaries: the first newspaper to introduce a separate business section; the first to publish a glossy colour magazine; a

pioneering use of photography; and, with the Insight team, the longest-running investigations unit in the print press.

In 2018 the Insight team ran a number of investigations including: how the Qatar World Cup bid broke Fifa's rules by running secret black operations; how Russians tried to swing the 2017 General Election for Jeremy Corbyn; and, in a joint undercover investigation with Dispatches, how former cabinet ministers were attempting to profit from Brexit. Later in the year, The Sunday Times revealed that faulty syringe pumps may have caused the premature deaths of thousands of elderly patients in a scandal described as 'one of the biggest cover-ups in NHS history'. The paper had a victory for the Save Our Soldiers campaign, when the Ministry of Defence announced it will start recording the number of suicides among military veterans, and the Money section launched a new campaign for gender pension equality. The paper's success was recognised at the 2018 Press Awards when The Sunday Times won Scoop of the Year, Supplement of the Year for The Sunday Times Magazine, Columnist of the Year for Niall Ferguson, Travel Journalist of the Year for Martin Hemming and Young Journalist of the Year for Gabriel Pogrud.

d) The Times Literary Supplement

TLS

ABC figures, July to December 2018:

- *Print circulation (average per issue): 46,145*

Website:

- <https://www.the-tls.co.uk/>

The TLS is the leading international forum for literary culture. For more than a hundred years, The TLS has interpreted the work of the finest thinkers in the literary world. The TLS is unafraid of difficulty, challenges intellectual obscurity and brings light, clarity and reason where those qualities have never been needed more. The TLS 'has no rivals', says Le Monde. Its writers are critics and philosophers, historians and poets, interpreters, stimulators, inquirers, all of them arguing for their opinions in an age when opinion is too often delivered without justification of any kind. From ancient to modern, it brings the best current thinking to life in every word, on paper, on iPad, online.

1.3 News UK's responsible persons

News UK's responsible persons are:

- Victoria Smith, Chief Compliance Officer and Head of Corporate Legal (victoria.smith@news.co.uk or +44 2077 826057);
- Sophie Minoprio, Interim Chief Compliance Officer (sophie.minoprio@news.co.uk or +44 2077 826048);
and
- Sophie O'Leary, Interim Senior Compliance Officer (sophie.oleary@news.co.uk or +44 2077 826193).

2. Editorial Standards

2.1 An overview of News UK's approach to editorial standards

News UK, TNL, NGN, TLSL and all of News UK's titles are committed to abiding by IPSO's Regulations and the Editors' Code of Practice (the 'Code') that IPSO enforces. Details of how News UK's titles deal with Pre-Publication Guidance, Verification of Stories and Compliance with the Code are set out below. News UK, TNL, NGN, TLSL and all News UK titles take complaints regarding editorial standards very seriously. The complaints policy for each News UK title is set out clearly on the relevant title's website, further information on which is below.

2.2 News UK's approach to seeking editorial guidance from IPSO

Pre-publication guidance issued by IPSO is circulated as soon as possible by email to relevant staff on each News UK title and kept on file for future reference. The titles do not routinely contact IPSO for pre-publication guidance, but are aware of the availability of the service.

2.3 Verification of stories

All News UK titles strive for the highest standards of accuracy and all editorial staff are expected to follow standard journalistic best practice in verifying stories. When reporting events not witnessed at first hand, all possible steps should be taken to establish the credibility and reliability of any sources, and to corroborate their accounts where appropriate. In using the internet, it is vital to distinguish between verified and reputable sources (academic research, public databases, legal documents, material published by trusted news organisations) and internet postings on unknown or unregulated websites, social media and blogs. Where appropriate, the subjects of stories should be approached for comment before publication.

3. Complaints-Handling Process

Please see below for information on how NGN, TNL and TLSL handle editorial complaints, if any.

3.1 NGN

The Sun is rigorous in its complaints-handling and is committed to abiding by the IPSO rules and regulations, as well as the Code.

a) Complaints policy

The Editorial Complaints page on The Sun website states that:

The Sun takes complaints about editorial content seriously.

We are committed to abiding by the Independent Press Standards Organisation ('IPSO') rules and regulations, and the Editors' Code of Practice that IPSO enforces.

For further details about IPSO, and to see a copy of the Code, click [here](#).

If you would like to make a complaint under the terms of the Editors' Code, administered by IPSO, please fill out the following form.

Alternatively, you can email editorialcomplaints@the-sun.co.uk, or write to Editorial Complaints, The Sun, 1 London Bridge Street, London SE1 9GF.

The Sun's editorial complaints policy is also set out on the Editorial Complaints page of its website as follows:

1. This policy relates to all complaints framed within the terms of the Editors' Code.
2. The Sun aims to handle all complaints as efficiently and effectively as possible.
3. All complaints will be acknowledged promptly.
4. We may need to contact you to request further information, in order to be able to fully understand and respond to your complaint.
5. If we do not believe that your complaint requires investigation – for example because we do not believe it has raised a possible breach of the Code – we will let you know and explain the reasons why.
6. Where appropriate, we will seek to resolve the complaint to your satisfaction.
7. If we cannot resolve your complaint, or you disagree with our assessment that there has been no breach of the Editors' Code, you can take your complaint to IPSO.

b) IPSO complaints

Complaints are dealt with by the Head of Editorial Compliance for The Sun, in conjunction with the Managing Editor. In the first half of the Relevant Period, The Sun also employed an Ombudsman to deal with complaints; she retired in July 2018.

c) Forms of complaint

Complaints are received in writing. There is a form on the Editorial Complaints page of The Sun's website which readers can use to submit a complaint or, alternatively, they can send an email to editorialcomplaints@the-sun.co.uk. It is also possible to submit a complaint in the post.

d) Accuracy and corrections

The importance attached to accuracy on The Sun is demonstrated by a prominent Corrections & Clarifications column permanently located on page 2 of the print edition. This states that The Sun aims to have the highest standards and abides by the rules in the Code. It also states that The Sun is a member of IPSO and advises readers that, if they would like to make a complaint to The Sun, to go to www.thesun.co.uk/ipso, email editorialcomplaints@the-sun.co.uk, or write to Editorial Complaints, The Sun, 1 London Bridge Street, London SE1 9GF.

A link to the Corrections & Clarifications page is provided on the home page of The Sun's website: <https://www.thesun.co.uk/admin/clarifications/>.

Where possible, corrections are published promptly with the agreement of the complainant. Substantive complaints which are resolved directly are communicated to the relevant staff and inform future training for journalists.

3.2 TNL

a) Complaints policy

TNL takes complaints about editorial standards seriously and is committed to abiding by the IPSO rules and regulations and the Code that IPSO enforces.

The Times

The Times complaints policy is provided on The Times Editorial Complaints page on The Times website which states that:

The Times takes complaints about editorial content seriously. We are committed to abiding by the Independent Press Standards Organisation ('IPSO') rules and regulations and the Editors' Code of Practice that IPSO enforces.

- 1. The Times 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](#).*
- 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.*

The Times Editorial Complaints page also states that readers wishing to make an editorial complaint may do so by email to the Feedback Editor of The Times (feedback@thetimes.co.uk) or by post to Feedback, The Times, The News Building, 1 London Bridge Street, London SE1 9GF. More serious complaints about editorial standards and requests for corrections are handled by senior editorial executives with more than thirty years' experience, answering directly to the Editor.

The Sunday Times

The Sunday Times complaints policy is provided on The Sunday Times Editorial Complaints page on its website which states that:

The Sunday Times takes complaints about editorial content seriously. We aim to resolve your complaint efficiently, promptly and effectively by direct contact with you.

If you would like to complain about a Sunday Times story, please [fill out this form](#).

If you wish to make your complaint by post, please write to: Complaints, The Sunday Times, The News Building, 1 London Bridge Street, London SE1 9GF.

We abide by the rules and regulations of the Independent Press Standards Organisation (IPSO) and the Editors' Code of Practice, which IPSO enforces. For further details about IPSO [click here](#) and to see a copy of the Code, [click here](#).

If you would like to make a complaint under the terms of the Editors' Code, you have two options:

- *[Complain directly to IPSO here](#). If IPSO decides that the Code may have been breached it will forward the complaint to The Sunday Times.*
- *Complain to The Sunday Times by [filling out this form](#). We will let you know whether or not we think the Code has been breached.*

How does The Sunday Times handle your complaint about editorial content?

If a complaint brought under the Editors' Code is not resolved by agreement with you within a reasonable time it will be passed to IpsO for resolution.

If we receive multiple complaints about the same matter we may make one response to all.

We may request further information from you in order to investigate your complaint.

If we conclude that the Editor's Code has been breached, we will propose remedial action such as a correction.

We will tell you if, in our opinion, there has been no breach.

If at any stage of your complaint we do not hear back from you within 28 working days, we will consider your complaint closed.

If you are not satisfied with our handling of your complaint, you should contact IPSO.

b) IPSO complaints

Readers of The Times or The Sunday Times can complain about a possible breach of the Code by complaining to IPSO directly or completing the automated IPSO complaints form, a link to which is provided on The Times

and The Sunday Times Editorial Complaints pages on The Times and The Sunday Times website respectively. The IPSO form requires the reader to confirm the article which they are complaining about, the clause(s) of the Code under which they wish to complain, and provide brief details of their complaint (with any supporting documentation, if applicable). If, exceptionally, The Times or The Sunday Times believes that there is no realistic prospect of resolving a complaint directly with the reader within the 28 day period allowed, they are informed that IPSO may be asked to act from the outset as an intermediary.

Editorial standards and complaints-handling on The Times are the responsibility of Assistant Editor, Ian Brunskill. Routine complaints are usually dealt with by Feedback Editor of The Times, Rose Wild. Editorial Complaints on The Sunday Times are usually dealt with by Executive Editor, Bob Tyrer, or Letters Editor, Steve Bleach, as appropriate. The TNL Editorial Legal Department are consulted if the complaint potentially has a legal element. Internal records of all editorial complaints and their outcomes are maintained.

c) Forms of complaint

The Times and The Sunday Times accepts complaints by email, fax, post, and through the automated IPSO complaints form on the website. Readers who complain by telephone are encouraged to put their complaint in writing. Staff who receive complaints directly (by whatever means) are expected to redirect them promptly to those designated and responsible for handling complaints.

d) Accuracy and corrections

The Times and The Sunday Times take complaints about editorial content seriously and there is a Corrections and Clarifications column on the Letters to the Editor page in the print version of both titles. This appears in every edition, regardless of whether there are any corrections or clarifications at the time of going to print.

There is also a link to both The Times Corrections and The Sunday Times Corrections on the website. The Times' Corrections and Clarifications web page states that The Times takes complaints about editorial content seriously. It also states that The Times is committed to abiding by the IPSO rules and regulations, directs readers to send requests for corrections or clarifications by email to feedback@thetimes.co.uk or by post to Feedback, The Times, 1 London Bridge Street, London SE1 9GF.

The Sunday Times' Corrections and Clarifications column directs readers to submit complaints about inaccuracies by email to complaints@sunday-times.co.uk or by post to Complaints, The Sunday Times, 1 London Bridge Street, London SE1 9GF. It also contains a link to the title's complaints procedure and states that IPSO will examine formal complaints about the editorial content of UK newspapers and magazines.

Requests from readers for even minor and non-contentious amendments to online versions of published stories require the approval of the Assistant Editor of The Times or The Sunday Times, as relevant, who is responsible for editorial standards and complaints.

3.3 TSL

The TLS takes complaints about editorial standards seriously and is committed to abiding by the IPSO rules and regulations and the Code that IPSO enforces.

a) Complaints policy

The TLS website states that:

The TLS is committed to abiding by the rules and regulations of the Independent Press Standards Organisation (IPSO) and the Editors' Code of Practice that IPSO enforces. For further details about IPSO, go to <http://www.ipso.co.uk/>; to see the Code of Practice, go to http://www.editorcode.org.uk/the_code.php.

If you would like to make a complaint under the terms of the Editors' Code administered by IPSO, [please fill out this form](#).

If you wish to make your complaint by post, please write to:

*The Editor,
Times Literary Supplement,
The News Building,
1 London Bridge Street,
London SE1 9GF*

b) IPSO complaints

The TLS website states that, if a reader would like to make a complaint under the Code, to fill out the automated IPSO form, a link to which is provided on the website. This requires the reader to confirm the article which they are complaining about, the clause(s) of the Code under which they wish to complain, and brief details of their complaint (with any supporting documentation, if applicable). The TLS website also invites readers to make a complaint via post by writing to the Editor of The TLS at The News Building, 1 London Bridge Street, London SE1 9GF.

c) Forms of complaint

The TLS primarily accepts complaints through the automated IPSO complaints form, as well as by post.

4. Training Process

Please see below for information on the training that News UK has provided to its editorial staff on IPSO.

4.1 Initial training

a) Face-to-face training

At the time of the launch of IPSO in September 2014, News UK, via its Compliance and Editorial Legal Departments, undertook face-to-face training of all NGN and TNL editorial staff. This face-to-face training covered the law relating to journalism and the Code, and provided editorial staff with bespoke training materials. Since then, News UK's programme of face-to-face training on IPSO has continued, as set out below.

b) IPSO and Editorial Compliance e-learning module

In addition to the face-to-face training, News UK's bespoke IPSO and Editorial Compliance e-learning module was first launched to all News UK editorial staff, including NGN, TNL and TLSL, on 13 March 2017. As part of this launch, all editorial staff received a pocket-sized version of the Code. The module covers newsgathering scenarios concerning the Code, as well as News UK's Payment and Editorial Data Protection Policies. Introductions to the various sections of the module are voiced by Stig Abell (Editor of The TLS and former Director of the Press Complaints Commission), Angus McBride (News UK General Counsel) and Pia Sarma (TNL Editorial Legal Director and News UK Deputy General Counsel).

On joining News UK, all staff are issued with the Working at News booklet, which provides a summary of News UK's policies governing employee and staff conduct. These policies are published on News UK's intranet and staff are periodically required to certify that they have read, understood and will comply with them. As well as covering matters of workplace conduct such as bullying, harassment and whistleblowing, the policies cover matters such as bribery, conflicts of interest, data protection and privacy, all of which have a bearing on journalism. The Working at News booklet also makes clear that all editorial staff must read the Code in full, be aware of any updates to it, and uphold both the letter and the spirit of it. Compliance with the Code is also a standard contractual term in News UK's editorial contracts.

As training on the Code necessarily covers the more general and commonly-occurring considerations, News UK editorial staff are strongly encouraged to seek guidance on any issues that a story might raise under the Code so that the specifics of the case can be considered. The relevant Senior Editors and Editorial Legal Department answer Code queries from journalists both during the newsgathering process and when copy is being finalised.

4.2 Training in the Relevant Period

a) All staff

The IPSO and Editorial Compliance e-learning module was launched again to all News UK editorial staff, including NGN, TNL and TLSL, on 13 March 2018.

b) NGN

NGN undertook face-to-face training for all editorial staff in the Relevant Period. The training covered upheld IPSO rulings from 2017, provided an overview of each clause of the Code and informed journalists of the new version of the Code and supporting Codebook (which was issued on 1 January 2018). These sessions were delivered by the Head of Editorial Compliance for The Sun and the Ombudsman, with support from the Managing Editor and NGN Editorial Legal. They were delivered in the London and Glasgow offices, with editorial staff from the Manchester office attending via video-link. Later in the Relevant Period, further sessions were organised for smaller groups, focusing on how the Code applies to specific types of journalism such as video. Training was also provided to journalists who had joined NGN since the conclusion of the original round of training.

c) TNL

TNL training is conducted by TNL Editorial Legal as well as the senior editors responsible for editorial standards. There was a programme of continuing training in place for TNL throughout the Relevant Period, which included targeted seminars on specific topics in more detail for smaller groups. A training session on the latest version of the Code and supporting Codebook (which was issued on 1 January 2018), its application and case studies was also given to all The Times staff on 30 April 2018. The training was delivered by TNL Editorial Legal, Assistant Editor for The Times, Ian Brunskill, and former IPSO case handler and barrister at One Brick Court, Ben Gallop. An equivalent IPSO training session was also given to all staff on The Sunday Times on 3 May 2018 by TNL Editorial Legal, Executive Editor for The Sunday Times, Bob Tyrer, and Ben Gallop.

4.3 Plans for further training

Towards the end of the Relevant Period, the IPSO and Editorial Compliance module was revised and updated; it was released again to all News UK editorial staff on 6 March 2019. From 6 March 2019, the IPSO and Editorial Compliance module has also been launched to editorial new joiners as part of the compulsory compliance training programme. To date, over 1,750 past and present News UK employees have completed the IPSO and Editorial Compliance module. The IPSO-specific sessions for News UK's titles are likely to be repeated again in 2019. Face-to-face Privacy, Policy and Subterfuge training was also provided by TNL Editorial Legal to select TNL editorial staff in April 2019; this covered clause 2 (Privacy) and clause 10 (Clandestine devices and subterfuge) of the Code.

5. Record on Compliance

Details of any complaints against News UK's titles are provided below.

5.1 Details of any complaints against Sun titles

During the Relevant Period, IPSO investigated 32 complaints against Sun titles: of those, 15 complaints were not upheld, nine were resolved through IPSO mediation, and eight were upheld (across The Sun, The Sun on Sunday and The Scottish Sun). Links to the complaints are below.

Complaints not upheld

- <https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=20838-17>
- <https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=01103-18>
- <https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=01009-18>
- <https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=02299-18>
- <https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=20797-17>
- <https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=01066-18>
- <https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=01053-18>
- <https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=20057-17>
- <https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=20927-17>
- <https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=03178-18>
- <https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=03480-18>
- <https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=04498-18>

- <https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=04524-18>
- <https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=07336-18> (05340-18 and 07336-18)

Complaints resolved through IPSO mediation

- <https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=18923-17>
- <https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=20931-17>
- <https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=03164-18>
- <https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=20875-17>
- <https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=04021-18>
- <https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=02349-18>
- <https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=05955-18>
- <https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=04837-18>
- <https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=05971-18>

Complaints upheld

- <https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=03690-18>
- <https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=20850-17>
- <https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=20221-17>
- <https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=01629-18>
- <https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=20416-17>
- <https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=16829-17>
- <https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=18938-17>
- <https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=04640-17>

In response to upheld complaints, warnings were added to the relevant cuttings databases so that staff using cuttings to research future articles on related topics would be aware of the upheld complaints and not repeat previous errors. All of the upheld complaints were also incorporated into the face-to-face training delivered throughout the year.

5.2 Details of any complaints against *The Times* titles

During the Relevant Period, IPSO investigated 18 complaints against Times titles: five were upheld, all under Clause 1 of the Code (Accuracy); five were resolved through IPSO mediation; and one was resolved directly with the complainant. In the remaining seven complaints, there was found to have been no breach of the Code. Links to the complaints are below.

Complaints not upheld

- <https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=04419-18>
- <https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=04402-18>
- <https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=03484-18>
- <https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=01059-18>
- <https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=00974-18>
- <https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=18949-17>
- <https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=19508-17>

Complaints resolved through IPSO mediation

- <https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=06873-18>
- <https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=05896-18>
- <https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=04791-18>
- <https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=00226-18>
- <https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=20751-17>

Complaints resolved directly with the complainant

- <https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=04389-18>

Complaints upheld

- <https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=20737-17>
- <https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=04240-18>
- <https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=01108-18>
- <https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=20480-17>
- <https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=17325-17>

The upheld adjudications and corresponding complaints were drawn to the attention of all Times staff in an email from Assistant Editor for The Times, Ian Brunskill, on 13 February 2019. Links to each upheld complaint were set out in the email and also discussed as appropriate with the journalists and desk heads involved. TNL Editorial Legal also keep a record of the rulings and take further remedial action if required.

5.3 Details of any complaints against The Sunday Times titles

During the Relevant Period, IPSO investigated 19 complaints against Sunday Times titles: five were upheld, all under Clause 1 of the Code (Accuracy); and five were resolved through IPSO mediation. In the remaining nine complaints, there was found to have been no breach of the Code. Links to the complaints are below.

Complaints not upheld

- <https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=05965-17>
- <https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=17326-17>
- <https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=20177-17>
- <https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=19509-17>
- <https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=00209-18>
- <https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=03252-18>
- <https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=01061-18>
- <https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=06148-18>
- <https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=06129-18>

Complaints resolved through IPSO mediation

- <https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=00827-18>
- <https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=00850-18>
- <https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=01597-18>
- <https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=03356-18>
- <https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=05756-18>

Complaints upheld

- <https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=03320-18>
- <https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=03442-18>
- <https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=20563-17>
- <https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=04770-18>
- <https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=02818-18>

The following complaint was upheld by IPSO in 2017: <https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=16237-17>. As it was published by IPSO in the Relevant Period, however, it is included in this statement for completeness.

The upheld adjudications and corresponding complaints were drawn to the attention of all Sunday Times staff in an email from Executive Editor for The Sunday Times, Bob Tyrer, on 2 May 2019. Links to each upheld complaint were set out in the email and also discussed as appropriate with the journalists and desk heads involved. TNL Editorial Legal also keep a record of the rulings and take further remedial action if required.

5.4 Details of any complaints against The TLS

There were no complaints against The TLS during the Relevant Period.