



TINDLE NEWSPAPERS LIMITED

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Tindle Newspapers Ltd annual statement to the Independent Press Standards Organisation (IPSO)

Period covered: 1 January to 31 December 2018

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

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Introduction

Tindle Newspapers Ltd is an independent newspaper group. It is run by a board of directors, under the ownership of Sir Ray Tindle.

In July 2017, Sir Ray passed on the chairmanship of the group to his son, Owen Tindle. Sir Ray remains as president of the group.

Owen Tindle had been a director and member of the Board of Management of Tindle Newspapers for six years before this.

While Owen Tindle is group chairman, day-to-day control of the business rests with deputy chairman Wendy Craig – a Tindle stalwart for more than 30 years – and chief executive Danny Cammiade, who has been working with the group since 2015.

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, in Wales, and in the Isle of Man.

The group has a total of 370 employees and the annual turnover for the group for 2018 was £20,025,670.

Tindle Newspapers Ltd publishes a total of 109 weekly paid-for and free newspapers, and weekly and monthly magazines. There is also a series of websites linked to the newspapers. The total average weekly circulation and distribution for the group is 568,172.

Responsible person

The responsible person is Managing Editor Bev Thomas. Her contact details are bev@cambrian-news.co.uk, [REDACTED].

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 Newspaper 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, including in particular on the use of photographs and the publication of evidence from inquests and courts.

All editorial staff in the Tindle Newspapers group are aware that they can contact IPSO pre and post-publication to seek advice and guidance.

Newspapers carry a weekly corrections and clarifications column, with advice and instructions on how to complain – and since December 2017 have been publishing the new IPSO quality marks in those columns.

Complaints forms and instructions and advice are also available on all Tindle websites, and by post if required.

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 as speedily as possible 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.

Some minor complaints are not formally logged in the complaints book but are still recorded by the editor.

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. Full engagement with IPSO takes place during the consideration of any complaint by the IPSO Complaints Committee. Should a complaint be upheld then the instructions on publication of adjudication are fully complied with.

Should a complaint be upheld, an examination of what went wrong would take place, involving senior editorial staff. There would be additional training for staff if necessary, in light of this.

There has only been one complaint upheld against a Tindle Newspapers Ltd publication during the whole time IPSO has been in existence, and that was in 2018. Details are on page 7 of this report.

All IPSO complaints, whether upheld or not, are also reported to the Tindle Newspaper Board.

Training

All editorial staff in Tindle Newspapers are issued with copies of the Editors' Code, including new copies when the code is updated.

Any notices, warnings or new guidelines issued by IPSO are distributed to editorial staff as soon as practicable, along with advice, if appropriate.

Staff were advised at the end of 2017 that the code was being revised and a new code would come into effect from January 2018. Copies of that new code were distributed to editorial staff, with explanations of the changes.

New guidance issued by IPSO during 2018 was given to editors and editorial staff. This included new guidance on reporting sexual offences (October 2018) and new guidance on reporting suicides (December 2018).

Journalists are told in their job offer letter that Tindle is contractually signed up to the IPSO Code of Practice, and that new employees must follow the IPSO code at all times.

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 news desk training where necessary and, on occasion, external trainers are brought in to do group training at selected centres, in particular pertaining to the law as it affects journalism.

Tindle Newspapers does not currently have company-wide internal manuals, codes or guidance for journalists. 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.

However, the intention is to have company-wide manuals, including ones for editorial standards and financial transparency.

Tindle Newspapers Ltd record on compliance

In 2018, one complaint was upheld by IPSO against Tindle Newspapers Ltd.

20516-17 Jones v The Forester

Sarah Jones complained to the Independent Press Standards Organisation that The Forester breached Clause 5 (Reporting Suicide) of the Editors' Code of Practice in an article headlined "Mental health worker refused help for his own depression", published on 6 December 2017.

The article reported that an inquest had concluded that the complainant's late husband had taken his own life, and specified the ligature which he had used to end his life by hanging. The complainant said the article included a level of detail about her husband's suicide which was excessive, and was insensitive.

The newspaper said that it understood how distressing articles of this nature can be for the families of the people who have died. It believed that the article did not contain excessive detail of the method of suicide used by the complainant's husband, and said that the detail published would not lead to simulative acts.

The Committee decided that the publication of the precise material which the complainant's husband had been used as a ligature identified that a readily available item within the home had been used to end his life.

The Committee recognised that newspapers play an important public function in reporting on inquest proceedings. However, the newspaper had not advanced a specific public interest justification in specifying the ligature which the complainant's husband had used, nor was there any justification in the article as to why this item had been specified.

The publication of the ligature which had been used was excessive and presented the possibility that it might lead to simulative acts.

The complaint was upheld as a breach of Clause 5 and IPSO required The Forester to publish this decision as a remedy to the breach.

Action taken:

Following the upheld adjudication against The Forester, the editor personally checks all inquest copy.

All editorial staff have been reminded about the IPSO rules relating to the reporting of inquests, and in particular suicides. Guidance from Samaritans has also been made available to staff.

Before publication, the copy is now overseen by the editor-in-chief, who checks both the content and headline.

All references to how the person died, the method used and the location where the individual was found are now – as a matter of course – not included in inquest reports.

A copy of the adjudication publication in The Forester can be seen on page 9

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Copy deadline

News 12noon Friday
 Sport 12noon Monday
 Announcements 12 noon Monday

Office opening hours

43 High Street, Cinderford, GL14 2SL
 Monday to Wednesday 9am - 5pm
 Thursday & Friday 9am - 2pm

Code of practice: The Forester conforms to the newspaper industry's voluntary code of practice administered by the Independent Press Standards Organisation (IPSO). If we have made an error please call our attention on 01594 820600. If you find we have failed to meet our usual high standards please write to general manager Tina Coleman at 43-47 High Street, Cinderford, GL14 2SL. If you are still dissatisfied you may contact Independent Press Standards Organisation, One Bowler Lane, Finsbury Park, London, EC4M 3DF. Tel: 020 7322 2500.

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Weather Watch

By Jonathan Powell



Everydayweather.co.uk

Forecast: Settled and warm. Summer Solstice Thursday (Longest Day): Dry, sunny, Day 16C/66F Night 11C/52F. Light northerly.
Friday: Dry, sunny. Day 19C/66F Night 9C/48F. Light/Moderate northwesterly.
Saturday: Dry, sunny spells. Day 16C/60F Night 9C/45F. Light northwesterly.
Sunday: Dry, sunny spells. Day 21C/70F Night 10C/50F. Light/Moderate northwesterly.
Monday: Dry, sunny spells. Day 22C/72F Night 12C/54F. Light southwesterly.
Tuesday: Dry, sunny. Day 22C/72F Night 12C/55F. Light southwesterly.
Wednesday: Dry, sunny. Day 23C/73F Night 15C/59F. Light/Moderate southwesterly.

Folia Count: Very High UV: High.
Sunrise: 4.53am. **Sunset:** 9.35pm.
Moonrise: 2.18pm. **Moonset:** 2.18am.
Outlook: Settled and warm.

Chemist's Rota

A PHARMACY is open between 11.30am and 12.30pm on Sundays, June 24: Mitchelldean Pharmacy, 5 Churchill Way, Mitcheldean.

If it is necessary that you have an URGENT (as written by your doctor) prescription dispensed when no pharmacies are open, you should contact your GP or the police who will be able to help you.



IPSO upholds complaint against The Forester over inquest report

SARAH Jones complained to the Independent Press Standards Organisation that The Forester breached Clause 5 (Reporting Suicide) of the Editors' Code of Practice in an article headlined 'Mental health worker refused help for his own depression', published on 6 December 2017. The complaint was upheld, and IPSO has required The Forester to publish this decision as a remedy to the breach.

The article reported that an inquest had concluded that the complainant's late husband had taken his own life, and specified the ligature which he had used to end his life by hanging.

The complainant said the article included a level of detail about her husband's suicide which was excessive, and was insensitive.

The newspaper said that it understood how distressing articles of this nature can be for the families of the people who have died. It believed that the article did not contain excessive detail of

the method of suicide used by the complainant's husband, and said that the detail published would not lead to imitative acts.

The Committee decided that the publication of the precise material which the complainant's husband had been used as a ligature identified that a readily available item within the home had been used to end his life. The Committee recognised that newspapers play an important public function in reporting on inquest proceedings. However, the newspaper had not advanced a specific public interest justification in specifying the ligature which the complainant's husband had used, nor was there any justification in the article as to why this item had been specified.

The publication of the ligature which had been used was excessive and presented the possibility that it might lead to imitative acts.

The complaint was therefore upheld as a breach of Clause 5.

Raising cash in memory of Colin

RUARDEAN woman Vicki Hesolton has raised more than £3,500 to combat the disease which took the life of her late husband Colin.



The money will go to Myeloma UK, the charity which helps sufferers of the bone marrow cancer, and their families.

Vicki's husband Colin, pictured above, a police inspector, died in 2015 at the age of 50, after losing his four year battle with the disease.

And since then Vicki has been a regular fund raiser for the charity.

Recently, she completed a 21-mile challenge, 11 miles on a bike and ten miles on foot to raise just over £1,000 and, with the aid of Lisa Cherry of LVC FitSteps, raised another £2,500 with a group session at Broadwell Community Hall. Previously Mrs Hesolton raised £8,700 organised a charity ball and auction at which proved a sell out success.

Unique posthumous honour for Lloyd

THE late Lloyd Wilce, Britain's longest serving local government councillor, received a unique honour when he was posthumously granted the freedom of his home town of Cinderford.

A certificate validating the honour was presented to his sons Adrian and Nigel by Cinderford Town Council chairman, Cllr Chris Witham, at the official opening of a small memorial garden outside the council offices in Belle Vue.

Cinderford Mayor, Cllr Roger Sherry, said: "Lloyd was a true stalwart of the town council. He can never be replaced and he will be sorely missed."

The Lloyd Wilce Memorial Garden consists of a paved area with a bench on a grassy area overlooking Belle Vue.

Mr Wilce made national headlines some time ago when it was revealed he was the longest serving councillor in

Britain. When he died in February, aged 89, he had an unmatched record of public service dating back to 1949 when he was demobbed from the army.

Among his proud achievements was the key role he played in raising funds for the town's swimming pool, saving the Miner's Welfare Hall and twice serving as Mayor of Cinderford.



HAT AND STICK: The memorial bench with Lloyd Wilce's trademark hat and stick. Above is the freedom scroll that was posthumously presented to Mr Wilce's family.



MEMORIAL: Cinderford Town Councillors and members of Lloyd Wilce's family at the dedication of the memorial bench and garden in the grounds of Belle Vue in Cinderford.

Tindle Newspaper Ltd titles

Admart	Admart
Abergavenny Chronicle	Abergavenny Chronicle
Biggin Hill News :	Biggin Hill News Bromley News Caterham County Border Edenbridge Chronicle Edenbridge County Border News Lingfield County Border News Orpington News Oxted County Border News Tandridge Chronicle Tandridge County Border News Westerham County Border News
Brecon and Radnor Express	Brecon and Radnor Express
Cambrian News	Aberystwyth Arfon & Dwyfor Machynlleth & Llanidloes Meirionnydd South Ceredigion
Chew Valley Gazette	Chew Valley Gazette
Cornish & Devon Post	Bude & Stratton Post Launceston Holsworthy and Bude Journal Gazette Camelford & Delabole Post Camelford Gazette Cornish & Devon Post Holsworthy Post
Cornish Times	Cornish Times Camborne Gazette
County Echo	County Echo
Crediton County Courier	Crediton County Courier
Dawlish Newspapers	Dawlish Gazette Teignmouth News
Faringdon Newspapers	Faringdon Folly What's On

Farnham Herald	Alton Herald Bordon Herald Farnham Herald Haslemere Herald Liphook Herald Hampshire Voice Farnham Diary
Forest of Dean & Wye Valley Review	Forest of Dean & Wye Valley Review
The Forester	The Forester The Newent Forester
Glamorgan Gem Series	Glamorgan Gem Barry Gem Bridgend and Porthcawl Gem Cowbridge Gem Llantwit Major Gem
Gloucester Review	Gloucester Review
Isle of Man Newspapers	Isle of Man Examiner Isle of Man Courier Manx Independent
Leigh Times	Leigh Times Rayleigh Times Canvey Times
Meon Valley News	Meon Valley News
Mid Devon Advertiser	Newton Abbot Mid Devon Advertiser Kingsteignton Mid Devon Advertiser Bovey Tracey & Chudleigh Mid Devon Advertiser Ashburton & Buckfastleigh Mid Devon Advertiser
Monmouthshire Beacon	Monmouthshire Beacon Chepstow Beacon
New Life Magazines	Life in Farnham Life in Haslemere Life in Petersfield Life in Godalming
North Cornwall Advertiser	Mid Cornwall Advertiser North Cornwall Advertiser

Petersfield Post	Clanfield Post Horndean Post Petersfield Post
South Hants Newspapers	Dartmouth Chronicle Ivybridge and South Brent Gazette Kingsbridge and Salcombe Gazette Plympton, Plymstock & Ivybridge News Totnes Times Brixham News
Surrey and Hants News	Alton Post Gazette Bordon Messenger Godalming Messenger Haslemere Messenger Petersfield Messenger Surrey and Hant News
Tavistock Times Gazette	East Cornwall Times Okehampton Times Princetown Times Tavistock Times Gazette
Tenby Observer	Narberth and Whitland Observer Pembroke and Pembroke Dock Observer Tenby Observer
Midsomer Norton & Radstock Journal	Midsomer Norton & Radstock Journal
Ross Gazette	Ross Gazette
Valley Community News	Amesbury and Durrington Valley News Gillingham and Shaftesbury Valley News Salisbury Valley News Wilton Valley News Warminster Valley News
Wellington Weekly News	Wellington Weekly News
West Somerset Free Press	West Somerset Free Press
Yellow Advertiser	Barking & Dagenham Basildon Brentwood Castle Point & Rockford Chelmsford & Mid Essex Havering Redbridge Southend Waltham Forest

Tindle Websites

Admart – www.admart.me.uk

Abergavenny Chronicle – www.abergavennychronicle.com

Biggin Hill News - www.bromleyboroughnews.co.uk

Brecon & Radnor Express – www.brecon-radnor.co.uk

Cambrian News – www.cambrian-news.co.uk

Chew Valley Gazette – www.chewvalleygazette.co.uk

Cornish & Devon Post – www.thepost.uk.com

Cornish Times – www.cornish-times.co.uk

County Echo – www.countyecho.co.uk

Crediton County Courier – www.creditoncourier.co.uk

Dawlish Newspapers – www.dawlishnewspapers.co.uk

Faringdon Newspapers – www.faringdonnewspapers.co.uk

Farnham Herald – www.farnhamherald.com

Forest of Dean and Wye Valley Review – www.theforestreview.co.uk

The Forester – www.theforester.co.uk

Glamorgan Gem – www.glamorgan-gem.co.uk

Barry Gem – www.barry-gem.co.uk

Bridgend & Porthcawl Gem – www.bridgend-today.co.uk

Cowbridge Gem – www.cowbridge-today.co.uk

Llantwit Major Gem – www.llantwit-major-today.co.uk

Gloucester Review – www.gloucesterreview.co.uk

Isle of Man Newspapers – www.iomtoday.co.uk

Leigh Times – www.leightimes.co.uk

Meon Valley News – www.meonvalleynews.co.uk

Mid Devon Advertiser – www.middevonadvertiser.co.uk

Monmouthshire Beacon – www.monmouthshirebeacon.co.uk

New Life Magazines – www.lifemags.co.uk

North Cornwall Advertiser – www.cornwalladvertisers.co.uk

Mid Cornwall Advertiser – www.midcornwall-today.co.uk

Petersfield Post – www.petersfieldpost.co.uk

Bordon Post – www.bordonpost.co.uk

Clanfield Post – www.clanfieldpost.co.uk

Horndean Post – www.horndeanpost.co.uk

South Hams Newspapers – www.southhams-today.co.uk

Dartmouth Chronicle – www.dartmouth-today.co.uk

Ivybridge & South Brent Gazette - www.ivybridge-today.co.uk

Kingsbridge & Salcombe Gazette – www.kingsbridge-today.co.uk

Plympton, Plymstock & Ivybridge News – www.southhams-today.co.uk

Totnes Times – www.totnes-today.co.uk

Brixham News – www.brixham-today.co.uk

Surrey and Hants News – www.surreyandhantsnews.com

Alton Post Gazette - www.altonpostgazette.co.uk

Bordon Messenger – www.bordonmessenger.com

Godalming Messenger – www.godalmingmessenger.com

Haslemere Messenger – www.haslemeremessenger.com

Petersfield Messenger – www.petersfieldmessenger.com

Tavistock Times Gazette - www.tavistock-today.co.uk

East Cornwall Times – www.calstock-today.co.uk

Okehampton Times – www.okehampton-today.co.uk/

Princetown Times – www.princetown-today.co.uk

Ross Gazette - www.rossgazette.com

Tenby Observer - www.tenby-today.co.uk

Narberth and Whitland Observer – www.narberth-and-whitland-today.co.uk

Pembroke and Pembroke Dock Observer - www.pembroke-today.co.uk

Midsomer Norton & Radstock Journal - www.mnrjournal.co.uk

Valley Community News - www.yourvalleynews.co.uk

Wellington Weekly News - www.wellington-today.co.uk

West Somerset Free Press - www.wsfp.co.uk

Yellow Advertiser Series - www.yellowad.co.uk

Appendix

An example of a training manual issued to editorial staff (from Cambrian News):

IPSO Independent Press Standards Organisation

Came into force 8th September 2014, when Press Complaints Commission ceased to exist.

Make sure you are all familiar with the code (which can be accessed at <https://www.ipso.co.uk/IPSO/cop.html>). Do come back to Bev or Simon if you are unsure of anything

When new versions of the code, or amendments to the code come into force, we will make all editorial staff aware of this. Revised version of code issued to staff January 2018

The main differences between the old PCC and the new IPSO are the following:

1. Previously, people could complain directly to the PCC and didn't have to have tried to seek a resolution with the paper first. Now the onus is on the paper resolving complaints, with IPSO only getting involved if that proves impossible. If someone goes straight to IPSO, they will be told they have to try to resolve things with the paper first.
2. The onus is on the papers to prove they have robust systems in place to ensure journalistic standards are high. And we have to produce an annual report showing how we are ensuring compliance with the code. It is our responsibility to ensure every reporter, every newsdesk member and even everyone providing freelance copy to us knows the code inside out and how to follow it.
3. Before only someone directly affected by the story could complain. But now third parties can complain if they are seeking to correct a significant inaccuracy.
4. IPSO may, at its discretion, allow a complaint to be brought even if there is a possibility of legal proceedings in the future. That is a significant change from PCC days.
5. A whistleblowers' hotline is being launched so people can report concerns about a publisher's conduct or ethics. Staff are encouraged to contact this if they have any concerns.

IPSO remit is to:

Handle complaints about breaches of editors' code
Overseeing standards and compliance with the code

They have the power to investigate a paper's overall conduct and practices (which could involve calling to a meeting any editorial member of staff thought to be involved in any

failings) and to introduce sanctions or fine and costs in cases of serious and systematic wrongdoing, as well as requiring corrections and publication of adjudications. But confidential sources can still be protected and you don't have to reveal anything that could incriminate you.

Have a whistle-blowers' hotline

IPSO will not get involved in complaints on:

1. TV and radio
2. Advertising
3. Matters of taste, decency and impartiality
4. User generated content on websites
5. On-line material not on sites which we control
6. Complaints from one publisher against another

IPSO say they may reject complaints:

1. Which show no prima facie breach of the code
2. Attempts to argue a point of opinion or to lobby
3. Vexatious complaints
4. Disproportionate complaints

What Cambrian News staff need to know is :

1. We need to ensure all involved in generating content (including freelancers) are aware of and comply with the code. We work by the IPSO rules which says there needs to be transparency in the newsroom so everyone knows about the editor's code and how to deal with a complaint. We need also to be able to show that we have verified stories and how we have done so. Notebooks are key. Keep all notebooks and when full, they should be passed on to Bev, with your name on them (and dates on front showing which times they cover). Keep important e-mails of stories you know may be controversial and may spark complaints.
2. We will handle complaints promptly and fairly.
3. We have a formal complaints-handling procedure, including details in the paper of how people can make complaints. This is on the letters page each week. Our complaints policy and a complaints form is also on our website (www.cambrian-news.co.uk/making-a-complaint/).
4. Journalists should be aware that they will not be penalised if they use the IPSO whistle-blowers' hotline
5. We have appointed a responsible person to head the complaints procedure (Bev, or Simon in her absence). All complaints unless very minor must be referred straight through to Bev or Simon.
6. We will provide an annual report for the whole Tindle group which will be published on the IPSO website

When a complaint comes in:

1. We have 28 days to resolve a complaint – or IPSO will take over (if a complaint is resolved, we need to let IPSO know but it will not be included in the annual complaints statistics).
2. Complaints can come from anyone personally or directly affected by the story, a representative group affected, or a third party seeking to correct a significant inaccuracy (that is new). There needs to be a response to a complainant within 7 days.
3. Complaints will only be accepted within 4 months from date of publication, but 12 months if it can still be viewed on-line.
4. There needs to be a paper trail for each complaint. Each complaint needs to be logged, with date and points made

If no resolution with paper:

1. Complaints committee will investigate, which is similar to before
2. Contact the paper for response, which must be done within 7 days, again as before
3. The committee will aim for resolution through publication of correction and/or apology
4. If cannot be resolved they will rule – either through rejecting it or upholding it, in part or full
5. If upheld they can ask for publication of adjudication, and/or remedial action by the paper if procedures found to be at fault

For reporters:

Stories need to be checked and doubled-checked for accuracy and authenticity

Any issues or concerns should be flagged up with myself or the newsdesk, prior to publication

All sides need to be given the chance to comment – ideally in the story, but if they are not contactable in time, they should be offered a chance to respond the following week.

Web stories can be updated immediately to correct inaccuracies or to add in comments from those affected or who want to have a say.

If someone rings through with a complaint direct to a reporter:

Unless very simple, refer them straight through to myself or Simon

If we are not available, take contact details, and we will ring them back

Don't get into arguments with people about alleged inaccuracies

Always agree to publish a response to a story from someone who didn't have a right of reply the first week. This should be done, even if the party was offered a chance to respond and either didn't get back to us or didn't come back to us in time.

Make sure you are fully conversant with the editor's code, so you can discuss this with readers/complainants if they want to. It will be a breach in itself to suggest that you are not fully cognisant of the code and your responsibilities under it.

I'm sure I don't need to tell you that we need to have verified a story before it is published; we need to have got all sides and we need to be fair and accurate.

Make sure you keep a log of all complaints you receive, whether they are by phone or e-mail. Let me know immediately about such complaints.

I have set up a complaints log book, and all complaints must be entered in there.