



The Dunoon Observer
& Argyllshire Standard
219 Argyil Street
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Argyll Media Ltd IPSO Annual Statement for 2019

About Argyll Media Ltd

Argyll Media Ltd is an independent publisher based in Dunoon, Argyll and Bute with two weekly newspapers, a website and active social media pages.

The print titles are the Dunoon Observer and Argyllshire Standard, and the Isle of Bute News.

General news, sports and features are the mainstay of the titles and the newspapers have a hyperlocal stance and are focused on community life in their local areas.

Editorially, the papers take an independent political stance and ensure all political parties and local representatives have an equal voice.

The circulation area covers south Argyll for the Dunoon Observer, and the isle of Bute for the Isle of Bute News..

The Dunoon Observer was founded in September, 1871, and the Isle of Bute News in June 2019.

The committed readership has a varied age and demographic profile.

All content is created and edited at our headquarters in Dunoon by the newsroom team, comprising the editor and staff reporters. A freelance photographer is engaged regularly to cover events on Bute. Farming and court coverage is undertaken by in-house staff, with very occasional input from agencies and approved freelancers. Some content, particularly from small sports clubs and church organisations, are submitted by members and carefully scrutinised before publication.

In terms of Argyll Media Ltd's IPSO membership, the responsible person is Peter Laidlaw, managing director.

Editorial Standards

The news team is led by Gordon Neish who has worked with the title since 2005 and has been editor since April 2017.

As such, he is well acquainted with the company's policies, procedures and standards.

All of the editorial team live in the circulation area and are in daily contact with readers, who are encouraged to call into our high street office and contact us via social media, telephone and online.

The news team value feedback - both positive and negative - and it helps to reinforce editorial standards.

Several levels of proof reading and fact-checking are in place.

The newsroom's aim is to be fair and balanced in what it publishes and to satisfy the demand for local news - and to provide an effective local advertising service.

The Editors' Code of Practice is on display in several places in the newsroom and is regularly referred to and consulted- and updated when applicable. It is also the subject of a module taught to the trainee journalists by our trainer, Charles Fletcher.

We also take ongoing professional advice on the latest legal developments impacting on the media.

When contentious stories arise, we seek to verify facts from various sources, including our own legal consultants, and, on occasion, we have used IPSO's own pre-publication guidance service as well for advice.

Overall in the course of the year we received a low number of complaints relating to our content and most of those were minor factual errors which were dealt with by corrections or clarification statements in the next edition. We believe this low level of

complaints can be attributed to our high editorial standards and thorough procedures.

With regards, our policies relating to transparency regarding financial relationships or conflicts of interest: as a company it is our policy not to make payments for any news stories or leads to the general public. We do, however, make regular use of freelance journalists, photographers and occasional columnists. In addition, our journalists' employment contracts contain the firm's Anti Bribery Policy.

Complaints Handling

Our policy is to correct factual errors at the earliest opportunity in a bid to maintain trust with our readers.

Individuals also have a right of reply through our letters page.

Minor factual mistakes are usually dealt with by the reporter concerned, who types up the required text and flags it up to a senior member of the editorial staff to ensure it is reviewed and placed appropriately.

More serious complaints go straight to the editor for consideration. They are immediately logged and fact checked, then a memo is drawn up for our records. We keep in touch with the complainant with updates on our findings/assessment and if a correction is required then we agree a form of words with them.

A summary of our complaints policy and contact details for IPSO and ourselves appear in all our newspapers and on our website.

Argyll Media Ltd takes complaints about our titles seriously and we are committed to abiding by IPSO rules and regulations and the Editors' Code of Practice.

Complaints Policy

1. This policy relates to all complaints made against the Editors' Code of Practice administered by IPSO.
2. Argyll Media Ltd aims to handle all complaints as efficiently and effectively as possible.
3. All complaints will be acknowledged within five working days.

4. If we receive multiple complaints about the same issue, we may make one response to all.
5. We may request further information from you in order to investigate your complaint.
6. We will seek to resolve the complaint once all the details have been established to your satisfaction within 28 days where appropriate. If we fail to resolve this to your satisfaction then you may refer the matter to IPSO.
7. If we feel that we cannot take your complaint forward because we do not believe it has raised a complaint against the Editor's Code, we will let you know.
8. You can see a copy of the Editor's Code here - web link
9. If you are not satisfied with the outcome of a complaint you can contact IPSO here - web
10. If at any stage we do not hear back from you within a 28-day period, we will consider your complaint to be resolved.

Training Process

The editorial team comprises senior journalists with lengthy and varied experience and one trainee. The newspaper group has an association with the National Council for the Training of Journalists (NCTJ) and trainees are required to achieve their accreditation/qualifications.

Our trainees learn through a mix of on the job experience, in house training with professional tutors, courses and distance learning.

There is ongoing internal discussion and training updates in law and on legislation which could impact our work.

Record of compliance

In 2019, Argyll Media Ltd logged one complaint and one pre-court case enquiry.

Both were resolved satisfactorily through discussion, and one clarification was published.

There were no complaints relating to our newspapers or website submitted to IPSO for independent adjudication.

A handwritten signature in black ink, appearing to read 'Peter Laidlaw'. The signature is fluid and cursive, with a large initial 'P'.

Peter Laidlaw
Managing Director
Argyll Media