

Sussex Living Ltd Structure

Brief Overview	<p>A4 lifestyle publication within the Sussex area. Sussex Living is owned and run by Media Sound Holdings Ltd, who took the magazine over on 14th December 2015.</p> <p>On 31st January 2018 Media Sound Holdings Ltd acquired Magnet magazine, and from March 2018 it has been produced in the same offices as Sussex Living Ltd. We share features between the two magazines yet maintain local features for both such as Diary Dates. Our Editorial features focus mainly on Sussex.</p> <p>Topics we cover:- History, Community, Food & Drink, Health & Beauty, Home & Garden, Charities, Business and more. We try to ensure that our editorial is bespoke. We are a free pickup magazine, therefore relying on advertisers for revenue, the magazine is 40% Editorial & 60% Advertising or as near to this ratio as we can. We distribute 16,000, A4 copies within East Sussex and 16,000 copies within West Sussex.</p>
Titles	Sussex Living Ltd
Responsible Personal	Tanis Banham – Managing Editor Adele Trathan – Managing Editor Allan Moulds – Managing Director Sara Whatley – Assistant Editor
Editorial Standards	<p>We pride ourselves in researching our area for interesting stories, that will engage our readers and advertisers. Every article is read and checked before publication. We endeavour to make it clear when content is paid for.</p> <p>We have not sought guidance from IPSO.</p> <p>Writers are given clear instructions on any features we wish to include within the magazines, all editorial features are signed off by those involved with the feature. If we were in any doubt we would refer to the Editors code of practice 2019, a copy of which has been sent to all our regular contributors, and is sent to every ad hock contributor.</p>
Complaints Handling procedure	<p>We accept complaints in any form, telephone, email or letter. Complaints are dealt with by Responsible Personal (as listed above), usually Tanis.</p> <p>Complaints are filed along with the outcome and dealt with as quickly as possible. In the event that a complaint is bona fide, we will always offer to rectify this, in the first instance responding to the complaint with an apology and explanation or asking if an apology within the magazine would be acceptable. Should the complainant feel that this is not acceptable we would ask that they visit us so we can come to a satisfactory solution. We ask that should someone have a complaint they approach us in the first instance and if they are not happy with the outcome to contact IPSO, details of which are printed in Sussex Living every month.</p>
Training process	Being such a small team we do not have a Complaints Training manual.

Compliance Record

Attached

Appendix – Writers

Freelance writers contract – already submitted. All our writers are given instructions prior to either setting up an interview or researching any topic.

Date

Complaint
2019 no complaints

Dealt with

Outcome