

Introduction

The Voice Newspapers & The Sunday Independent (regional) are published by Ad Sales Ltd, a local, independently-owned, media company. Peter Masters, is the company's sole director and owner, the Editor-in-Chief is Tim Dixon.

We have weekly print and digital editions with a print circulation of 5,000 copies.

The editions cover the South West of England.

Our titles are:

Bodmin Voice
Cornwall Today
Newquay Voice
Penzance Voice
St Austell Voice
The Sunday Independent
Truro Voice
Saltash Voice

Our editorial standards

We adhere to IPSO's Editor's Code of Practice, a copy of which is displayed prominently in our newsroom. Editorial staff are constantly reminded of the importance to operate within the code.

Editor-in-Chief Tim Dixon is the person responsible for maintaining editorial standards and advises editorial staff on matters relating to the Editor's Code of Practice.

Where appropriate, we would seek the guidance of IPSO for advice if a situation arises where there is ambiguity surrounding the code.

Our approach to stories, their editorial justification, and how we gather information are constantly discussed with two editorial meetings every week supplementing a close working relationship between editorial staff.

Where we think there may be issues surrounding compliance with the Code, then we always consult it and consider any relevant points.

Complaints policy and procedure

Our complaints policy and procedure is published in full on our <https://www.trurovoice.co.uk/complaints-policy> is an example from one titles web page.

An abridged version is also published in our print edition on page two. The IPSO logo is displayed in the footer of our website on every page and on page two of the printed edition.

The following wording appears on our website at <https://www.trurovoice.co.uk/complaints-policy>

The Voice Newspapers and The Sunday Independent are regulated by the Independent Press Standards Organisation (IPSO) and adheres to the Editors' Code of Practice (www.ipso.co.uk/editors-code-of-practice).

Editorial complaints should be made in writing to the Editor-in-Chief via email at tim.dixon@indyonline.co.uk or via post to: Editorial, Indy House, Lighteridge Hill, Newham Road, Truro, TR1 2XR.

All complaints should include a detailed description of the complaint with reference to specific words phrases images instances dates and records that are relevant and which clauses of the Editors' Code of Practice you believe the publication has breached.

Complainants need to include their full name email address postal address and daytime telephone number. Complaints must be contemporaneous and must be made within four months of publication. The editor will investigate and respond accordingly within 21 working days.

The editor-in-chief will confirm receipt of the complaint within three working days by contacting the complainant via email.

All complaints will be dealt with by the editor of the publication that published the article.

The editor-in-chief will investigate the complaint to the best of his ability in respect of the Editors' Code of Practice and respond accordingly.

If we uphold your complaint we will inform you of the remedial actions taken or to be taken.

If the complainant is not satisfied with the outcome they can contact IPSO directly by phone at 0 00 12 2220 email inquiries@ipso.co.uk or by post at IPSO Gate House, 1 Farringdon Street, London EC4M 7LG.

All information provided to Ad Sales Ltd (The Voice Newspapers) will be handled sensitively and within the boundaries of the Data Protection Act 1993.

Where a complainant contacts us, and it is clear there may be an issue with accuracy, it is always our policy to correct such inaccuracies swiftly.

Training

As an independent publisher, we provide 'on the job' training to our editorial staff. Advice is regularly given to editorial staff on the importance of adhering to the code. A copy of McNae's Essential Law for Journalists is also readily available in the newsroom. When appropriate, editorial staff also attend refresher courses.

Compliance

In the period relevant to this report (2020) we have not had any complaints referred to IPSO.