

NATION • CYMRU

Nation.Cymru is a not-for-profit online news service, which launched in May 2017 and is owned by NATIONCYMRU CYF.

We are funded by readers donations, a periodical's grant from the Books Council of Wales and advertising and currently average 700,000 views of the site per month. We also have over 20,000 followers on Twitter and Facebook and our Facebook reach averages over 100,000 per week. We currently average just under 2 million impressions a month on Twitter.

CEO Mark Mansfield and Executive editor Ifan Morgan Jones are the two directors of NATIONCYMRU CYF, a company limited by guarantee and incorporated in June 2018.

Mark Mansfield is the person responsible for dealing with matters relating to the Editor's Code of Practise and liaising with IPSO and any complainants. His contact email is mark.mansfield@nation.cymru

Both directors and the website's editor Gareth Ceidiog Hughes are responsible for ensuring editorial standards meet those set out in in the code and any potential concerns are discussed on a daily basis.

Dr Morgan Jones also teaches a module on Media Law at Bangor University and is able to advise on legal matters in the 'newsroom'?

We would not publish a story unless we were confident that it was factually correct and would seek pre-publication advice from IPSO if we had any concerns. All our freelance writers are also advised their contributions must be factual and legally sound.

We are also aware that IPSO offers pre-publication advice on the Editors' Code and the public interest and would always seek this advice if we have any concerns.

Our complaints procedure states:

Nation.Cymru is committed to working within and adhering strictly to [the Editors Code of Practice](#).

However, if any person feels we have breached the code in any way and wishes to make a complaint, please submit your complaint, in writing to the CEO Mark Mansfield (mark.mansfield@nation.cymru) in accordance with the following steps.

All complaints must include the name and date of the publication, with reference to the specific article in question.

Please include the URL of the article if possible, and/or link to any image or video.

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.

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Who can complain?

Complaints must be made on behalf of a named individual only. This includes complaints where businesses and organisations are involved.

In submitting a complaint, you must provide your full name, address, phone number and email.

What can I complain about?

You can complain about any article including words, images and audio/video content.

You can also complain about the conduct of an individual journalist or employee of the publication in question, with reference to specific (if any) clauses of the Editors Code which are in breach.

Time Limit

Complaints must be contemporaneous and must be made within four months of publication.

Nation.Cymru will endeavour to respond to the complainant within 21 working days.

Complaints process

We will confirm receipt of the complaint within three working days by contacting the complainant via email.

All complaints will be dealt with by the CEO and editor.

We will investigate the complaint to the best of our 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.

Confidentiality

All information provided to Nation.Cymru will be handled sensitively and within the boundaries of the Data Protection Act 2017.

The IPSO Logo is displayed on every page of our website and our complaints procedure, including a link to the Editors Code, is detailed on the contacts page of the website. In the first instance anyone that has a complaint is asked to contact the CEO via email.

We have received two complaints over the last year and both were referred directly to IPSO by the complainant.

IPSO dealt with both complaints swiftly and efficiently and decided there had been no breach of the Editor's Code on either occasion.