

Introduction

The Hackney Citizen, Islington Citizen and Camden Citizen are published by independent publisher Citizen News and Media (CNM) Ltd. Keith Magnum, editor-in-chief of all three titles, is a director of the company and the company's owner.

The Hackney Citizen has a fortnightly print circulation of 10,000 copies distributed free of charge, as well as a website (hackneycitizen.co.uk). The Islington Citizen and (islingtoncitizen.co.uk) the Camden Citizen (camdencitizen.co.uk) are online-only titles. Each title covers its eponymous London borough.

Our editorial standards

We adhere to IPSO's Editor's Code of Practice, which is shared with all CNM staff, who are routinely made aware of the necessity of operating within the code.

Editor-in-chief Keith Magnum, is, together with Managing Editor Max Eckersley, responsible for ensuring that editorial standards are maintained, and that the Editor's Code of Practice is adhered to. In case of need, the editorial team would contact IPSO for clarification on the interpretation of the Code.

Regular staff meetings provide an opportunity to discuss any possible code compliance issues and to offer on-the-job training to staff on the interpretation of the code

Complaints policy

Our complaints policy is published on all our websites:

Hackney Citizen: <https://www.hackneycitizen.co.uk/info/make-complaint-hackney-citizen-content/>:

How to make a complaint about Hackney Citizen content

Hackney Citizen takes complaints about editorial content seriously. We are committed to abiding by the [Independent Press Standards Organisation \(IPSO\)](#) rules and regulations and the [Editors' Code of Practice](#).

We will seek to resolve substantial complaints from individuals who feel that we have breached editorial standards.

How to complain

Please read the [Editors' Code](#) first to understand whether we can look into your complaint.

You can then email us at office@hackneycitizen.co.uk outlining the following points:

- *The article you're complaining about.*
- *The date on which it appeared.*
- *Whether the article appeared in print and / or online.*
- *The nature of your complaint in no more than 500 words.*
- *Which part of the Editorial Code it breaches.*

We will deal promptly with complaints. Once full details have been established, we aim to resolve within 28 days any complaint brought under the IPSO Editors' Code. If we fail to

resolve such a complaint to your satisfaction within this time, [you may refer the matter to IPSO](#). If we believe that no breach of the Editors' Code is involved, we will tell you.

What happens to your complaint

Once we've received your complaint, you should receive a reply acknowledging receipt.

If your complaint is being taken up, we aim to contact you within 72 hours.

We aim to give a substantive response to your complaint within 28 days of receiving all the necessary information to allow us to investigate.

However, this may take longer in more complex cases where more information is required, or where journalists are away or unreachable.

If we receive multiple complaints about the same issue we may not respond to all.

If we deem there to have been a breach of the Editors' Code, we will suggest an appropriate remedy.

Corrections and clarifications will appear on the relevant web page and/or in the newspaper.

We will aim to handle your complaint fairly and courteously.

We expect the same behaviour from complainants and reserve the right to decline to consider complaints that are abusive or gratuitously offensive.

If at any stage of your complaint we do not hear back from you within 28 days, we will consider your complaint satisfied and closed.

If you are not satisfied with the outcome, you can contact [IPSO](#) directly.

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Islington Citizen: <https://www.islingtoncitizen.co.uk/complaints/>

How to make a complaint about Islington Citizen content

Islington Citizen takes complaints about editorial content seriously. We are committed to abiding by the [Independent Press Standards Organisation](#) (IPSO) rules and regulations and the [Editors' Code of Practice](#).

We will seek to resolve substantial complaints from individuals who feel that we have breached editorial standards.

How to complain

Please read the [Editors' Code](#) first to understand whether we can look into your complaint.

You can then email us at news@islingtoncitizen.co.uk outlining the following points:

- The article you're complaining about.
- The date on which it appeared.
- Whether the article appeared in print and / or online.
- The nature of your complaint in no more than 500 words.
- Which part of the Editorial Code it breaches.

We will deal promptly with complaints. Once full details have been established, we aim to resolve within 28 days any complaint brought under the IPSO Editors' Code. If we fail to resolve such a complaint to your satisfaction within this time, [you may refer the matter to IPSO](#). If we believe that no breach of the Editors' Code is involved, we will tell you.

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If you are not satisfied with the outcome, you can contact [IPSO](#) directly.

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Camden Citizen: <https://www.camdencitizen.co.uk/complaints/>

How to make a complaint about Camden Citizen content

Camden Citizen takes complaints about editorial content seriously. We are committed to abiding by the [Independent Press Standards Organisation](#) (IPSO) rules and regulations and the [Editors' Code of Practice](#).

We will seek to resolve substantial complaints from individuals who feel that we have breached editorial standards.

How to complain

Please read the [Editors' Code](#) first to understand whether we can look into your complaint.

You can then email us at news@camdencitizen.co.uk outlining the following points:

- The article you're complaining about.
- The date on which it appeared.
- Whether the article appeared in print and / or online.
- The nature of your complaint in no more than 500 words.
- Which part of the Editorial Code it breaches.

We will deal promptly with complaints. Once full details have been established, we aim to resolve within 28 days any complaint brought under the IPSO Editors' Code. If we fail to resolve such a complaint to your satisfaction within this time, [you may refer the matter to IPSO](#). If we believe that no breach of the Editors' Code is involved, we will tell you.

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The IPSO logo is displayed on all our websites and on page 2 of each print edition.

Complaints are always taken seriously and stories are corrected swiftly if the need arises. All those who lodge complaints via our complaints procedure receive prompt replies to their communication.

Training

Our journalists are fully-qualified and they have several years' experience. An up-to-date copy of *McNae's Essential Law for Journalists* is available in the newsroom for staff to consult.

Staff are regularly directed to, and encouraged to take up, training opportunities in media law. Our BBC-funded Local Democracy Reporter, who covers council business for all three titles, also receives training via the Local Democracy Reporter Scheme in journalistic and media law topics relevant to her role.

Compliance

No complaints about CNM have been referred to IPSO during the period covered by this report (2021).