



Community Matters Media Ltd is a growing, innovative independent media group, publishing a portfolio of weekly and monthly publications and websites.

We publish the only independent paid-for paper in London – the weekly paid-for Southwark News; the weekly paid-for South London Weekly; the weekly free circulation paper Greenwich Weekender, and the six-weekly free circulation papers South Londoner plus Bermondsey Biscuit & Rotherhithe Docker.

Online we publish [www.southlondon.co.uk](http://www.southlondon.co.uk)

We received accreditation as a London Living Wage employer in July 2017.

The responsible person for all IPSO issues is Managing Director Chris Mullany.

We abide by the Editor's Code of Practice and IPSO guidelines on all reporting areas, and are always willing to accept advice and guidance from IPSO.

We set out clear guidelines and we ensure all journalists are given a copy and trained on what the code asks of them. Regular twice weekly editorial meetings are held between the Editor and the editorial team, which are also attended by the Managing Directors.

All members of staff are told to record any complaint and pass it to the Editor at the first available opportunity. We ask that a complaint be registered with a department head within two hours and that the Managing Directors are informed within 24 hours at the latest, even if the complaint has been dealt with satisfactorily.

All complaints are dealt with within the legal timeframes, if the complaint progresses to any form of legal action or threat of legal action.

We also train our journalists on the company's ethos with a strict editorial policy that sees us strive to be a trusted member of the local community. We pride ourselves on producing articles that our readers trust and aim to produce journalism that is balanced and includes comments from all political persuasions and all aspects of society.

We established the company in 2002 and to date have not been taken to the Press Complaints Commission or IPSO. If a story has been found to contain an inaccuracy, a correction has always appeared in the following edition and where appropriate – an apology published promptly and with due prominence. As soon as the inaccuracy has been identified it is immediately taken off (2 hours maximum time lapse) from our websites or any other digital formats i.e. Facebook and Twitter.

We accept complaints in letter form, email and over the telephone and seek to resolve any complaints as swiftly as possible, to the satisfaction of all parties.

### **Editorial guidelines**

We abide by the Editor's Code of Practice, which is the newspaper and periodical industry's Code of

Practice. It is framed by the Editor's Committee, made up of independent editors of national, regional and local newspapers and magazine.

We have always abided by PCC and now IPSO guidelines on reporting areas that include:

- Accuracy
- Opportunity to reply
- Privacy
- Harassment
- Intrusion into grief and shock
- Children
- Children in sex cases
- Hospitals
- Reporting of crime
- Clandestine devices and subterfuge
- Victims of sexual assault
- Discrimination
- Financial journalism
- Confidential sources
- Witnesses payments in criminal trials
- Payment to criminals

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We pride ourselves on producing articles that our readers trust, so our papers never adopt a party political stance. We aim to produce journalism that is balanced and includes comments from all political persuasions and all aspects of society. We do not consider delving into private lives of individuals the type of journalism that we want to see in our publications.

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