

Introduction

The origins of the company go back to 1798, when Orkney was a very different place. While Lord Nelson was busy defeating the French in the Battle of the Nile, Magnus Anderson was fully occupied, setting up a bookbinding business in Kirkwall.

The business was primarily focused on the binding of bibles, and gradually developed into a professional printing business; the first in the islands, and a dramatic development at the time.

This was the birth of today's company. Totally different in both size and nature, The Orcadian of the 21st century continues to introduce new developments, and stay at the cutting edge of technology. This has been the hallmark of the company throughout its history, and *The Orcadian* newspaper has fully embraced the digital age by launching an online edition, and running popular social media pages.

Over the years, the firm matured into a fully-fledged publishing and marketing company, producing the weekly newspaper, various magazines, local interest books, commercial design and print services in Litho/Digital/Large Format and Sublimation. *The Orcadian* has a bookshop based in the centre of Kirkwall, where we sell books and local merchandise.

Titles published

Weekly newspaper ***The Orcadian*** which is produced every Thursday.

Annual tourist information magazine **The Orkney Islander** which is released in March/April.

Responsible Persons

Craig MacInnes - General Manager – email manager@orkadian.co.uk

Leah Seator - Editor – email leah@orkadian.co.uk

Editorial standards

The Orcadian operates to strict editorial standards. All reporters are clear on the essential requirement to take accurate notes, gathering facts from reliable and relevant sources, and ensuring that any information used for the basis of a story is accurate and verifiable.

All editorial staff are familiar with, and operate within the guidelines outlined in the Editors' Code of Practice. In addition, all editorial staff have confirmed that they are aware with any changes to the current revised version, January 2021.

Being a local newspaper in a small community, a common sense approach is required when it comes to news gathering and reporting. If the editor has any doubts about, or questions regarding, the factual accuracy or legalities surrounding any story, it will not be published until such time as they are satisfied.

The Orcadian is aware that IPSO offers pre-publication advice on the Editors' Code. If editorial staff required guidance on this or the public interest exception in relation to an article that it was looking to publish, staff would contact IPSO for advice.

Complaints handling

There are several ways to make a complaint. You can submit information relating to the complaint in a letter, and send it addressed to the Editor, The Orcadian, Hell's Half Acre, Crowness Crescent, Hatston Industrial Estate, Kirkwall, Orkney KW15 1GJ. Alternatively, complaints be emailed to newsroom@orkadian.co.uk

Our reception can be contacted on 01856 879000 to leave details for the Editor's attention. Complaints are made in confidence, taken very seriously, and handled as quickly as possible.

All complaints concerning any aspect of the business are logged in a form which is accessed by department heads, by date, the nature of the complaint, the relevant publication, solutions offered and the overall resolution.

Who handles complaints within *The Orcadian*

Leah Seator - Editor; Craig MacInnes - General Manager.

Fact-checking of stories

Covering a small geographical area, local knowledge, industry training and common sense allow the editorial team members to ascertain in many cases whether a story is legitimate or not.

However, all staff know to check the facts of any claims made, and that sources are credible, before proceeding to the stage of writing a story. All claims and statements are checked with the relevant authority/body/company/individual etc, and discussed with the Editor before progressing to the formation of a story, and subsequent publication.

Editorial meetings are held at least three times weekly, to assess content, and ensure all stories are given appropriate and thorough attention.

All interviewees are made aware of our intentions to publish comments made, and consent is always sought. Journalists keep copies of digital and shorthand interviews on file for future reference.

Manuals and guidance

We use www.ipso.co.uk and www.nuj.co.uk and all journalists are supplied with a copy of the latest Code of Practice, which is also on display in the newsroom.

Details of any complaints during the period January – December 2022

On October 10, 2022, *The Orcadian* received a complaint from a woman that her husband had been named in a court report in our newspaper, despite the case being held in private.

In addition, she took issue with a particular phrasing in the report, that stated her husband “had been prosecuted.”

We discussed the matter with our court reporter, and while there was no apparent reporting restriction attached to the case in question, we also checked with the Crown Prosecution Service (CPS), and they verified our position, that the accused was able to be named.

In the absence of the precise details of the charge, the term, “has been prosecuted” was used to say which act and section of law the accused was charged under.

“ . . . has been prosecuted under the Civic Government (Scotland) Act 1982 section 52(1a).”

We contacted the complainer and let her know our position on both points, and she said she was not satisfied, and would take the matter further with a solicitor.

We provided her with contact details to make a formal complaint with IPSO. The newspaper was then contacted by the CPS on November 7, and asked to provide the relevant newspaper report, but we have not heard anything more about said complaint.

On October 15, 2022, The director of a local haulage company raised a complaint regarding coverage of a damage suit against his business, and Orkney Islands Council. The suit had been thrown out by Edinburgh Court of Sessions.

The complainer was concerned that our report did not mention the fact he had recently taken over the company from previous owners; and that we had incorrectly described him a solicitor for the firm. He was also concerned that undue weight was given in our report to an email he had sent during previous employment.

Discussions with the author of the story determined that there had been errors, which had arisen when the reporter had compiled a report based on the summary of the ruling published by the court. The complainer had indeed represented his own company in court, but not as a solicitor, and the original damage suit had been brought against the previous owners of the company.

A correction and apology was published in the newspaper on October 22, and the complainer was satisfied with this action.

Staff training

One trainee reporter is currently learning shorthand with an online tutor, and two are progressing the remainder of their NCTJ diploma training. *The Orcadian* puts a key emphasis on ensuring that all journalists are fully qualified, and that training is up-to-date for all employees. In 2023, we plan to do refresher courses in defamation and copyright law, and we are putting our proofreaders through an accredited course.