

Sussex Living Ltd Structure

Brief Overview

A4 lifestyle publication within the Sussex area. Sussex Living is owned and run by Total Sense Media, who took the magazine over on 14th December 2015.

On 31st January 2018 Media Sound Holdings Ltd acquired Magnet magazine, and from March 2018 it has been produced in the same offices as Sussex Living Ltd, which is now part of Total Sense Media.

We shared features between the two magazines yet maintain local features for both such as Diary Dates, but since July 2020 the two magazines have merged into a single title, called Sussex Living.

Our Editorial features focus mainly on Sussex.

Topics we cover include: Interviews, History, Community, Food & Drink, Health & Beauty, Home & Garden, Charities, Care, Wellbeing, Sport, General Interest, Business and more.

We try to ensure that our editorial is bespoke. We are a free pickup magazine, therefore relying on advertisers for revenue, the magazine is 40% Editorial & 60% Advertising or as near to this ratio as we can. We distribute 14,000 copies within Sussex.

Titles

Sussex Living

Responsible Personnel

Tanis Banham – Managing Editor
Adele Trathan – Managing Editor
Allan Moulds – Managing Director

Editorial Standards

We pride ourselves in researching our area for interesting stories, that will engage our readers and advertisers. Every article is read and checked before publication. We endeavour to make it clear when content is paid for.

We have not sought guidance from IPSO.

Writers are given clear instructions on any features we wish to include within the magazines, all editorial features are signed off by those involved with the feature. If we were in any doubt we would refer to the Editors code of practice January 2021.

Complaints

Handling Procedure

We accept complaints in any form, telephone, email or letter. Complaints are dealt with by Responsible Personnel (as listed above).

Complaints are filed along with the outcome and dealt with as quickly as possible. In the event that a complaint is bona fide, we will always offer to rectify this, in the first instance responding to the complaint with an apology and explanation or asking if an apology within the magazine would be acceptable. Should the complainant feel that this is not acceptable we would ask that they visit us so we can come to a

satisfactory solution. We ask that should someone have a complaint they approach us in the first instance and if they are not happy with the outcome to contact IPSO, details of which are printed in Sussex Living every month.

Training process	Being such a small team we do not have a Complaints Training manual.
Appendix – Writers	All our writers are given written instructions prior to either setting up an interview or researching any topic.
Compliance Record	There have been no complaints against Sussex Living which have been ruled on by IPSO and there have been no other incidents whereby the publisher accepted it breached the Editors Code or any significant concerns about compliance with the Editors Code over the period of the last year.