

## IPSO Annual Statement 2023

### 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 stays 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, a regularly updated news website and popular social media channels.

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 runs an independent bookshop located in the centre of Kirkwall, which sells a wide variety of books including local interest titles and merchandise.

### Titles Published

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

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

### Responsible Persons

Craig MacInnes, General Manager – email [manager@orcadian.co.uk](mailto:manager@orcadian.co.uk)

Leah Seator, Editor – email [leah@orcadian.co.uk](mailto:leah@orcadian.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 of all changes to the latest 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 editorial team are all aware that IPSO offers pre-publication advice on the Editors' Code. If editorial staff require guidance on this, for example clarification on a public interest exception in relation to an article sought to be published, staff know to contact IPSO for advice directly or via the Editor.

### Complaints Handling

There are several ways to make a complaint about the company's publications which are clearly highlighted in the printed and digital editions and via the news website [www.orcadian.co.uk](http://www.orcadian.co.uk). Information relating to any complaint can be sent in writing, addressed to the Editor, The Orcadian, Hell's Half Acre, Hatston, Kirkwall, Orkney KW15 1GJ. Alternatively, complaints can be emailed to [newsroom@orcadian.co.uk](mailto:newsroom@orcadian.co.uk).

The reception team can be contacted by telephone on 01856 879000 and details left for the Editor's attention. Complaints are made in confidence, and are handled professionally and efficiently.

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

### Who Handles Complaints at 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 whether a story is legitimate or not.

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 per week, to assess and plan content, and to ensure all stories are given appropriate and thorough attention.

All interviewees are made aware of our intention 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](http://www.ipso.co.uk) and [www.nuj.co.uk](http://www.nuj.co.uk) manuals and guidance. 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 2023

A complaint was received on April 23, 2023 making allegations against The Editor of The Orcadian. The complaint concerned the [REDACTED] and an alleged refusal to publish a story about the [REDACTED]. A response was made to the complainer on April 24, 2023 by The Orcadian's General Manager addressing the issues raised.

The complainer subsequently raised a complaint with IPSO (ref. no. [REDACTED]), where it was determined that no breach of The Editor's Code had occurred.

On November 23, 2023, a complaint was received in relation to a reader's letter that had been published in the newspaper the previous week. The complainer alleged that the letter contained antisemitic conspiracy theories and should not have been published.

The complainant did not request an explanation in regard to the publishing of the letter. The complainer only wished to know if The Orcadian was an IPSO member and noted their intention to raise a complaint with IPSO. The Orcadian's membership of IPSO was confirmed to the complainer along with information about how to make a complaint to IPSO.

### Staff Training

The Orcadian puts key emphasis on ensuring that all journalists are fully qualified, and that training is up-to-date for all employees. All editorial staff recently completed Real Law for Journalists refresher training through NUJ Training Scotland.

One trainee reporter is currently learning shorthand with an NCTJ accredited tutor and is progressing towards his 100 words per minute shorthand exam, two are progressing the remainder of their NCTJ diplomas.