

IPSO ANNUAL STATEMENT

1 January to 31 December 2023



Overview

1. SoPublishing Ltd is a pioneering independent publishing company founded in 2007 with a mission to revolutionise regional media by combining quality journalism with innovative technology to celebrate the area to an exponential audience on a local, national and international scale.

SoPublishing Ltd currently publishes one regional title: SoGlos – Gloucestershire’s leading media brand (www.soglos.com).

SoGlos has a monthly digital audience of approximately 296,000, as well as a strong social media presence regionally, and a series of live awards and events.

The responsible person for SoPublishing Ltd during the relevant period is Michelle Fyrne – joint managing director of SoPublishing Ltd.

SoPublishing Ltd’s editorial standards

2. SoPublishing Ltd is a responsible publisher which seeks to maintain a high standard of journalism, this is instilled in its editorial staff and contractors through clear onboarding, as well as training and updates.

SoPublishing works according to the IPSO Editors’ Code, which is distributed digitally to all editorial staff and contractors upon joining the company, with updates also communicated as regularly as required.

SoPublishing Ltd’s editorial guidelines are updated regularly and are available to editorial staff members and contractors through SoPublishing Ltd’s internal systems.

Editorial meetings are held on a weekly basis.

SoPublishing Ltd uses best practices to ensure that all content is accurate. SoPublishing Ltd’s editorial staff members and contractors verify all stories by checking facts using reputable sources.

SoPublishing Ltd’s editorial staff members and contractors ensure interviewees fully understand the purpose of the interview and the nature of the publication of their words and, wherever possible, record interviews and keep detailed notes.

Although rare, articles involving possible contentious issues are referred and reviewed through a clear chain of command: firstly to the subbing lead; then the editor; and then the joint managing director with editorial responsibility – who may also seek code compliance advice from IPSO and / or the company's legal advisors, if necessary.

Complaints handling

3. Members of the public can contact SoPublishing to make a complaint by email, through social media, telephone or post – with all of the contact details published on the Contact us page on SoGlos (<https://www.soglos.com/contact/>).

There is clear information provided to readers about SoPublishing Ltd’s and IPSO’s complaints

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processes.

Where editorial complaints are received by editorial staff members and contractors, if they are of a minor nature, they are acted on immediately by the most appropriate team member and the complainant informed of the adjustments made.

For more serious complaints, these are forwarded to the editor to review, with the option to remove information from being 'live' whilst any investigation is ongoing.

Where a suitable resolution can be found, any necessary action will be taken and the complainant informed of the action taken as soon as possible.

Should the complaint merit an apology, we will endeavour to action this once any investigation has been completed.

If further escalation of a complaint is necessary, this can be referred to the joint managing director.

SoPublishing Ltd seeks to resolve editorial complaints as quickly and as amicably as possible where a mistake has been discovered. However, we strongly defend our journalism when we believe that there has been no breach of the code.

If a resolution cannot be agreed upon, complainants will be referred to IPSO.

4. We have not had any complaints or adjudications in the 12 months covered by this statement.