

Sussex Living Ltd
ANNUAL STATEMENT TO APRIL 2024

Brief Overview

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

On 31st January 2018 Total Sense Media (previously known as Media Sound Holdings Ltd) acquired another title known as Magnet magazine, and from March 2018 it was produced by Sussex Living Ltd, (part of Total Sense Media).

In July 2020 the two magazines merged into one single title: Sussex Living.

The editorial features focus mainly on Sussex.

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

Generally, the editorial content is commissioned as bespoke features. As a free pickup magazine, dependant on advertising revenue the content of the magazine is 40% Editorial and 60% Advertising or as near to this ratio as possible. We distribute 13,000 copies within Sussex free of charge to readers.

Titles

Sussex Living

Responsible Personal

Tanis Faulks – Managing Editor – tanis.faulks@sussexliving.com
Adele Trathan – Managing Editor – adele@sussexliving.com
Allan Moulds – Managing Director

Editorial Standards, Fact-checking, Guidance

We pride ourselves in researching for interesting stories, particularly local to the area and lifestyle orientated that will engage readers. Every article is read and checked by multiple members of the editorial team before publication.

We always ensure it is clear when content is paid for.

Writers are given clear instructions on any features/interviews we wish to include within the magazine. All editorial features are signed off by all interviewees/contributors and those involved with the feature. If in any doubt we refer to the Editors code of practice January 2021.

We have not sought guidance from IPSO in the year to Apr 2024. Writers and contributors all have access to the Editors Code and would be referred to IPSO if further guidance or information is required.

Complaints

Handling Procedure

We accept complaints in any form, telephone, email or letter. Complaints are dealt with by Responsible Personal (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.

Compliance Record

There have been no complaints in the year to April 2024 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.

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.