

## **Introduction**

Citizen News and Media (CNM) Limited is a private limited company established in 2007. It publishes one print newspaper and five news websites.

The responsible person for all IPSO issues is the editor-in-chief, Keith Magnum, who is a director of the company.

## **Portfolio**

The Hackney Citizen has a fortnightly print circulation of 5,000 copies distributed free of charge, and a website, [hackneycitizen.co.uk](http://hackneycitizen.co.uk). The other publications are online-only titles.

Hackney Citizen (print and online)

Islington Citizen (online)

Camden Citizen (online)

East End Citizen (online)

Newham Citizen (online)

## **Our editorial standards**

We adhere to IPSO's Editor's Code of Practice, which is shared with all CNM staff, who are routinely made aware of the necessity of operating within the code.

Editor-in-chief Keith Magnum, is, together with Managing Editor Max Eckersley, responsible for ensuring that editorial standards are maintained, and that the Editor's Code of Practice is adhered to.

Regular staff meetings provide an opportunity to discuss any possible code compliance issues and to offer on-the-job training to staff on the interpretation of the code

The IPSO logo is displayed on our websites and on page two of each print edition.

## **Fact-checking stories**

Expert sources are called on and legal advice is sought in advance of publishing when necessary. Reporters are required, pre-publication, to provide links to source documents where possible.

## **Complaints handling**

Complaints are always taken seriously and stories are corrected swiftly if the need arises. All those who make complaints via our complaints procedure receive prompt replies.

Our complaints policy is published on our websites, e.g.

**Hackney Citizen:** <https://www.hackneycitizen.co.uk/info/make-complaint-hackney-citizen-content/>:

### ***How to make a complaint about Hackney Citizen content***

*Hackney Citizen takes complaints about editorial content seriously. We are committed to abiding by the [Independent Press Standards Organisation](https://www.ipso.co.uk/) (IPSO) rules and regulations and the [Editors' Code of Practice](https://www.ipso.co.uk/the-editors-code-of-practice/).*

*We will seek to resolve substantial complaints from individuals who feel that we have breached editorial standards.*

### ***How to complain***

*Please read the [Editors' Code](#) first to understand whether we can look into your complaint.*

*You can then email us at [office@hackneycitizen.co.uk](mailto:office@hackneycitizen.co.uk) outlining the following points:*

- *The article you're complaining about.*
- *The date on which it appeared.*
- *Whether the article appeared in print and / or online.*
- *The nature of your complaint in no more than 500 words.*
- *Which part of the Editorial Code it breaches.*

*We will deal promptly with complaints. Once full details have been established, we aim to resolve within 28 days any complaint brought under the IPSO Editors' Code. If we fail to resolve such a complaint to your satisfaction within this time, [you may refer the matter to IPSO](#). If we believe that no breach of the Editors' Code is involved, we will tell you.*

### ***What happens to your complaint***

*Once we've received your complaint, you should receive a reply acknowledging receipt.*

*If your complaint is being taken up, we aim to contact you within 72 hours.*

*We aim to give a substantive response to your complaint within 28 days of receiving all the necessary information to allow us to investigate.*

*However, this may take longer in more complex cases where more information is required, or where journalists are away or unreachable.*

*If we receive multiple complaints about the same issue we may not respond to all.*

*If we deem there to have been a breach of the Editors' Code, we will suggest an appropriate remedy.*

*Corrections and clarifications will appear on the relevant web page and/or in the newspaper.*

*We will aim to handle your complaint fairly and courteously.*

*We expect the same behaviour from complainants and reserve the right to decline to consider complaints that are abusive or gratuitously offensive.*

*If at any stage of your complaint we do not hear back from you within 28 days, we will consider your complaint satisfied and closed.*

*If you are not satisfied with the outcome, you can contact [IPSO](#) directly.*

### ***Guidance and information***

*Updates to the Editors' Code are communicated promptly to staff.*

*Staff are informed of IPSO and ICO rulings and legal updates on a regular basis.*

*Copies of the most recent edition of *McNae's Essential Law for Journalists* are distributed to staff.*

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### **Our record on compliance**

No complaints about CNM have been referred to IPSO during the period covered by this report (2024).

### **Our training process**

Reporters, including a BBC-funded Local Democracy Reporter, are required to have obtained their NCTJ National Qualification in Journalism or equivalent. Once employed, they are encouraged to take up training opportunities on relevant topics, including data and multimedia journalism, AI, and media law.