

Ipsos statement for 2024 Iliffe Media Group Ltd

Introduction

Iliffe Media Group Ltd is the parent company of Iliffe Media Ltd, Iliffe Media Publishing Ltd and KM Media Group.

Iliffe Media Group Ltd is a privately owned company publishing newspapers, magazines, apps, websites, analogue and digital radio stations and a local television station.

We employ approximately 110 journalists across Cambridgeshire, Hertfordshire, Kent, Lincolnshire, Norfolk, Nottinghamshire and Suffolk.

Iliffe owns other titles Newbury Weekly News, Stratford Herald and the New Milton Advertiser and Times on a joint venture basis. Those titles are included in this statement.

We have a joint venture interest in Scottish publisher Highlands News and Media. However, for regulatory purposes, this remains a separate company and is not covered in this statement.

Portfolio

Our portfolio consists of:

- Bishop's Stortford Independent
- Bourne Local
- Bury Free Press
- Cambridge Independent
- Diss Express
- East Kent Mercury
- Fenland Citizen
- Faversham News
- Folkestone and Hythe Express
- Grantham Journal
- Gravesend and Dartford Messenger
- Haverhill Echo
- IQ
- Kent Business
- KentOnline.co.uk
- Kent Messenger
- Kentish Express
- Kentish Gazette
- Lincs Free Press
- LincsOnline.co.uk
- Lynn News Friday
- Medway Messenger
- Newbury Today.co.uk
- Newbury Weekly News
- Newark Advertiser

- Newmarket Journal
- New Milton Advertiser and Times
- Rutland Times
- Sheerness Times Guardian
- Sittingbourne News Extra
- Spalding Guardian
- Stamford Mercury
- Stratford Herald
- Suffolk Free Press
- SuffolkNews.co.uk
- Thanet Extra
- Velvet
- Your Local Paper

All titles have an associated website. In Kent, these local websites also sit under the umbrella **KentOnline.co.uk** network. This network includes niche sites What's On, My Kent Family, Kent Business, KMTV and kmfm.

In Suffolk, **SuffolkNews.co.uk** serves as an umbrella website for our Suffolk titles, namely Bury Free Press, Haverhill Echo, Newmarket Journal and Suffolk Free Press.

LincsOnline.co.uk operates in the same way for our Lincolnshire titles - Grantham Journal, Stamford Mercury, Spalding Guardian and Lincolnshire Free Press - while **NewburyToday.co.uk** is the sister website of the Newbury Weekly News.

Content is also distributed across third-party platforms such as Google Showcase. Our copy is syndicated by South West News Service and NLA Media Access.

Our network of kmfm radio stations operates across Kent on analogue and digital. We are joint partners with the University of Kent on our local television station KMTV. The studio is based at the university campus in Medway. Both are regulated by Ofcom, with staff trained in both the Editors' Code and the Broadcast Code.

Senior editorial figures

Each title in our portfolio has its own dedicated editor responsible for the initial handling of complaints.

The Responsible Person is chief operating officer Ian Carter (ian.carter@iliffemedia.co.uk)

Ian Carter is a member of the Editors' Code committee and is a former editorial commissioner on the Press Complaints Commission.

He is also chair of the steering group overseeing the Local Democracy Reporter Scheme and the Community Reporter Scheme.

A key principle of these schemes is that any journalists recruited to these roles abide by the Editors' Code

Complaints handling

We make extensive efforts to ensure readers are aware of our Ipso membership and our editorial policies.

We actively promote our membership of Ipso across our print and digital products. Details of how to register a complaint are printed in the same position every week in our newspapers and in the Contact Us section of our websites - examples in the links here:

<https://www.kentonline.co.uk/contact-us/complaints/>

<https://www.suffolknews.co.uk/contact-us/>

Once a complaint is received - either through an online form, from Ipso or any other method - the senior editorial figure for the relevant title is alerted and required to investigate.

The complainant is made aware of the outcome and if necessary a correction, clarification, new story or right of reply is agreed.

If a complaint cannot be resolved through this internal process within 28 days then the complainant is advised that the next stage is to contact Ipso. If the complaint has been received directly from Ipso, we inform the regulator we have been unable to resolve it.

We have strict procedures in place to ensure there are no financial conflicts of interest. Any native content/advertorial material is clearly marked as such. Any reviews undertaken are independent and cannot be subject to external influence.

Staff training process

Iliffe Media Group is a privately owned company which aims to promote the positive aspects of the communities we serve while holding those in power to account.

All editorial staff are contractually obliged to abide by the Editors' Code. Any updates to the Code are circulated to all members of the department.

Our radio and television output is regulated by Ofcom. However, any content generated by a reporter for use on air is also likely to appear in some format in print or online, so these staff are also required to abide by the Editors' Code.

A majority of our trainee reporters have completed the NCTJ's Diploma in Journalism at college or university and sit the NQJ (National Qualification in Journalism) exams once they have completed the necessary period of employment with us.

KM Media Group also broadcasts on radio and television, so a minority of journalists have been recruited with qualifications from the Broadcast Journalism Training Council.

Iliffe employs a number of Community News Reporters - previously funded by Meta and now through the NCTJ - and BBC-funded Local Democracy Reporters. All abide by the same principles as their colleagues.

Some staff were initially taken on as apprentices under a scheme overseen by the National Council for the Training of Journalists, combining on-the-job training alongside classroom-based tuition, including compliance with the Editors' Code.

We regularly bring staff up to speed with recent Ipso rulings and changes to the Code, either through in-person updates or the circulation of relevant material. Our editorial teams are also reminded regularly of Ipso's pre-publication advice service.

Compliance

There were no upheld complaints in 2024.