

## **Jewish Chronicle IPSO annual report**

The Jewish Chronicle is the oldest continually published Jewish newspaper in the world, having been established in 1841. It is a leading authority on matters relevant to the Jewish community in Britain, the diaspora and Israel's role in the Middle East. It has a website (thejc.com) and a weekly print edition, plus glossy magazines and supplements. It is based in London, but its scope and readership is global.

It takes pride in its strong, independent editorial stance and its opposition to anything it sees as a threat to its readers, their institutions, their way of life and, in extreme levels, their right to exist. It breaks exclusive stories every week, often exposing people who hold extreme antisemitic views. As a result, it faces a level of challenges disproportionate to its size and circulation, although not its reach and influence.

This year the small team who produce the JC have faced the additional challenge of reporting the ongoing conflict in Israel, Gaza, Lebanon, Yemen, Iran and Syria and the plight of the hostages. It has reported often on antisemitism in the UK. These reports can provoke complaints.

Keren David is the IPSO responsible person.

The JC complaints process is handled by its managing editor and standards officer. This year there were no cases in which the JC was found to be in breach of IPSO guidelines.

We ran a training session with IPSO for our journalists and one with an expert lawyer. We plan a continuous schedule of training with IPSO for senior editors and some bespoke training for reporters from a university journalism department.

## **News process**

Regular meetings are held between the editor and section heads to discuss all aspects of the editorial process. The editor, his deputy or assistant lead these and senior staff are present throughout. All may raise legal or ethical questions. Some of these may be answered by asking a writer to discuss them directly. On other occasions, they may involve a conversation with a lawyer. All potentially contentious stories are checked by lawyers. The managing editor is present at all these meetings and raises any concerns to do with the Ipsos editors' code.

## **Complaints process**

If a complaint is made it is handled by the managing editor. A discussion with the writer takes place and the JC works quickly to resolve the matter.

It is always the intention of the newsroom to resolve complaints as quickly and amicably as possible but there is a realistic awareness that it will face regular opposition merely because of its strong investigative stance, who it is and the stories it covers.

Some bypass direct routes and complain to Ipso in the first instance. The Ipso number is advertised at the foot of the 'For the Record' column which is reserved for making corrections and clarifications as and when required. Complaints made to Ipso are handled by the Managing Editor.

Readers with differences of opinion are regularly invited to state their case on the letters page, although the paper reserves the right to edit in line with good publishing practice.

If the paper considers a complainant to be fuelled by antisemitism, or vexatious in terms of the volume and tone of their complaints it may take action including reporting them to the police (for specific threats) or simply telling them that their complaint has been logged and will be acted on if necessary.

Under the heading 'Contact us' the website [www.thejc.com](http://www.thejc.com) has the following: '**Corrections or complaints**  
[complaints@thejc.com](mailto:complaints@thejc.com)

**The JC is regulated by the Independent Press Standards Organisation and, as such, we take all complaints seriously. If you have an issue you'd like to raise, Ipso can be contacted on 0300 1232220.'**

The Company Handbook includes the following assertion:

### **13.6 Press Regulation**

*The JC is a member of the newspaper industry's new regulatory body, the Independent Press Standards Organisation (IPSO). All journalists who write regularly for the newspaper (staff and retained correspondents) are expected to be aware of the IPSO rules and, in particular, the Editor's Code of Practice, as stipulated in the contract between IPSO and the JC. All are required to sign a disclosure that they have read and understood the Code and agree to comply with its conditions.*

*A copy of the code can be downloaded from the IPSO website or directly via this link:*  
<https://www.ipso.co.uk/IPSO/cop.html>

### **Dealing with other complaints**

Several other complaints have been dealt with either by direct discussion with the complainant or with the help of Ipso resolution. In one case the resolution was reached by the complainant agreeing to write a letter for publication - something which had been offered earlier in the process. In other cases, the paper has taken action when we discovered inaccuracies in our reporting and have removed names from stories and published apologies.

This year we have examined the freelance vetting process. We have introduced a comprehensive form for freelancers to complete before writing for the JC. The Managing Editor has been given more responsibility and oversight of standards.