

IPSO ANNUAL STATEMENT

1 January to 31 December 2025



Overview

1. SoPublishing Ltd is a pioneering independent publishing company founded in 2007 with the mission to revolutionise regional media. Its titles combine quality journalism with innovative technology to celebrate local communities as vibrant places to live, work and visit.

SoPublishing Ltd publishes SoGlos – Gloucestershire’s leading media brand (www.soglos.com) and SoBristol – Bristol’s fresh new media brand (www.sobristol.com).

A dynamic, engaging and influential platform for readers and an established, proven and trusted marketing platform for partners, SoGlos has a combined monthly reach of 1.6m – across online, social and email, as well as two leading annual awards.

SoBristol is a new title launching in 2025.

The responsible person for SoPublishing Ltd during the relevant period is Michelle Fyrne – CEO 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 periodically and are available to editorial staff and contractors through SoPublishing Ltd’s internal systems. Editorial meetings are also held regularly.

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

SoPublishing Ltd’s editorial staff 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 a subbing lead; then the editor; and then the CEO – 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 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 any 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 endeavour to action this once any investigation has been completed.

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

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.