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| • EDITORIAL COMPLAINTS HANDLING POLICY | <i>Policy Implemented</i> | March 2020 |
| • <i>Elliott Newspaper Group Publications (The Company)</i> | <i>Policy reviewed</i> | |
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1. INTRODUCTION

The Company takes complaints about editorial content seriously. We are committed to abiding by the MEAA Journalists Code of Ethics, Australian Press Council (APC) Standards of Practice and the Editorial Complaints System that the APC enforces (the Editorial Code).

2. WHAT DOES THIS POLICY COVER?

This policy only applies to complaints about editorial content in our publications and the digital services that we control. It does not cover:

- Complaints about advertising (which is regulated by the Advertising Standards Authority);
- Concerns about matters of taste/decency and due impartiality;
- Complaints about “user generated content” (ie material on our digital services that was not posted by us or on our behalf) which has not been reviewed or moderated;
- Any complaint that falls outside the APC Editorial Code;

We may not consider complaints:

- From any person who has not been personally and directly affected by the matter complained of;
- That are trivial, hypothetical or otherwise vexatious or insignificant;
- That are without justification (such as an attempt to argue a point of view or to lobby)

Complaints about issues not covered by the Editorial Code should be sent to us via the general “Contact Us” page.

3. HOW TO COMPLAIN

You should fill in the form on our website with details of your complaint.

Complaints will be accepted up to one month from the date of the behavior(s) or first publication of the item(s) that you are complaining about.

Should the item remain accessible on our website or in other digital format after this time, we will accept complaints up to 6 months from the date of first publication provided that it is still possible to investigate the complaint fairly given the period of time that has elapsed.

Complaints must include:

- A link to the relevant webpage, if the complaint is about online material (or, if the item is in print, the publication title, date, page and headline);
- Reference to the section(s) of the Editorial Code under which your complaint is being made;

We may seek further details after your initial contact. We reserve the right to reject, without further investigation, complaints that show no breach of the Editorial Code.

4. WHAT HAPPENS TO YOUR COMPLAINT?

We aim to acknowledge your complaint within 5 working days of receipt.

In making a complaint, you agree to respond promptly to any request for further information.

Our complaints process is free of charge, regardless of outcome.

If we receive multiple complaints about the same issue, we may make one response to all.

We will respond to all complaints within 28 days of receiving all the necessary information, to allow us to investigate.

If we fail to meet this timescale, you can take your complaint to the APC

- If we accept that we have breached the Editorial Code, we will seek to remedy the breach as required by the Code.
- When handling your complaint we will treat you fairly, courteously and with respect. We may decline to consider any complaint that is abusive or gratuitously offensive.
- If at any stage of your complaint we do not hear back from you within 14 days, we will consider your complaint satisfied and closed.

5. APPEAL PROCESS

If you are unhappy with our final response to your complaint you may complain to APC.

We will confirm in writing that you have exhausted our internal complaints procedure.

6. POLICY CHANGES

We reserve the right to amend this policy as required. We will publish the current policy on our website. Your complaint will be considered against the published policy on the date of receipt of your complaint.