

# Editorial Complaints

This form is for concerns/complaints about editorial content in our magazines or websites. It only covers complaints about breaches of the [Editors' Code of Practice](#) published by IPSO (the Independent Press Standards Organisation).

We take all other complaints very seriously so if your concern is not covered in this form (i.e. you are not able to tick one of 16 Clauses below). Once you have completed the form please send it to [Karen.huxley@cedarcom.co.uk](mailto:Karen.huxley@cedarcom.co.uk) in order to submit your complaint.

## Details of Your Complaint

Please fill out the below form with details of your complaint with reference to the relevant clause(s) of the [Editors' Code of Practice](#).

**Article you wish to make a complaint about\***

**Magazine/Website Name\***

**Date Published**

**Page Number/ Website URL**

## Editors' Code of Practice

Please tick **at least one** of the clauses of the [Editors' Code of Practice](#) which you believe has been breached. We advise you to read the Code beforehand.

**Clauses\***

<input type="checkbox"/>	1. Accuracy
<input type="checkbox"/>	2. Opportunity to reply to inaccuracies about you
<input type="checkbox"/>	3. Privacy
<input type="checkbox"/>	4. Harassment

- |     |                                     |
|-----|-------------------------------------|
| 5.  | Intrusion into grief or shock       |
| 6.  | Reporting suicide                   |
| 7.  | Children                            |
| 8.  | Children in sex cases               |
| 9.  | Hospitals                           |
| 10. | Reporting a crime                   |
| 11. | Clandestine devices and subterfuge  |
| 12. | Victims of sexual assault           |
| 13. | Discrimination                      |
| 14. | Financial journalism                |
| 15. | Confidential sources                |
| 16. | Witness payments in criminal trials |
| 17. | Payment to criminals                |

**Details of your complaint(s)\***

Please explain how you believe the Editors' Code of Practice has been breached with reference to your above selected clause(s). Max. 100 words

**Submit supporting documents (additional to the article(s) in question)**

Please attach any supporting documents when submitting a complaint.

If you are able to send us a copy of the article you are complaining about, this will help us handle your complaint. Uploaded documents MUST BE in one of the following formats – JPG, PNG, PDF or DOCX and must not exceed 1MB.

## Contact Information

**Title**

**Name\***

First Name

Last Name

**Address\***

City

Country/Region

Postcode

**Email\***

## **Editorial Complaints Policy**

Cedar Communications Ltd is a content marketing agency that believes in the highest standards in journalistic integrity. One of our core values as a business is an accurate and ethical approach to all of our work.

Where you believe you may have found an instance where you do not believe that we have lived up to those journalistic standards, there is a procedure to follow to notify us.

### **What does the complaints policy cover?**

- This policy and procedure only applies to complaints about editorial content in our publications and digital services that we control in the UK, Channel Islands and Isle of Man.
- Cedar Communications Ltd in the UK is regulated by the Independent Press Standards Organisation (IPSO), and we comply with IPSO's Editors' Code of Practice. Only complaints that fall within the Editors' Code of Practice can be made directly to IPSO. If your complaint does fall within the Editors' Code, you can contact Cedar to seek a resolution, or get advice via IPSO. If your issue is NOT covered by the Editors' Code of Practice, you can contact editorial staff of the individual publication or website to state your concerns, using the contact details in the print publication's contents pages or the Contact Us link on the relevant website's homepage.
- Complaints within four months after print publication, or one year after first online publication.

### **It does not cover:**

- any complaint that falls outside the remit of the Independent Press Standards Organisation's Code of Practice (IPSO) (<http://www.ipso.co.uk>)
- complaints about TV and radio services (regulated by Ofcom)
- complaints about advertising (regulated by the Advertising Standards Authority);
- concerns about matters of taste / decency and due impartiality;
- complaints about books;
- complaints about 'user generated content' (i.e. material on our digital services e.g websites or apps that was not posted by us or on our behalf) which we have not reviewed or moderated;
- complaints that are trivial, misconceived, hypothetical, repetitious or otherwise vexatious

### **How to complain:**

- please fill in the editorial complaints form found on the Cedar website. If you prefer a paper version of the editorial complaints form, please write to Compliance Director, Cedar Communications Ltd, 85 Strand, London WC2R 0DW and you will be sent a Complaints Form together with a copy of our Complaints Policy and Procedure. Please also use this address if you do not have the facilities to upload material and you wish to conduct this complaint in paper form
- When making your complaint, you must include:
  - a copy of the article in question, or a link to the relevant webpage or a web address, if the complaint is about published material (or reference to the publication title, issue date, page and article title if a copy is unavailable);
  - a written explanation of your concerns with reference to the Editors' Code;

- any other documents that will help us assess your complaint.
- The complaints process is free of charge, irrespective of the outcome of your complaint.

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

- All complaints will be acknowledged within 5 working days of receipt.
- We will deal promptly with complaints, and may request further information from you to enable us to investigate your complaint – we would ask that you also respond promptly.
- Once full details have been established, we aim to resolve within 28 days any complaint brought under the IPSO Editors' Code of Practice.
- If we believe that no breach of the Editors' Code is involved, we will tell you.
- We will always treat you respectfully, and would ask the same from you.

### **What if I am still unhappy?**

- If we fail to resolve such a complaint to your satisfaction within this time, you may refer the matter to IPSO. IPSO offers a complaints handling procedure to the public in cases when there is a disagreement between a complainant and Cedar about whether there has been a breach to the Editor's Code (at no charge). IPSO will ask Cedar to confirm that our complaints procedure has been exhausted in such situations.
- You can contact IPSO at:  
IPSO, Gate House, 1 Farringdon Street, London, EC4M 7LG

email [advice@ipso.co.uk](mailto:advice@ipso.co.uk)

Telephone: 0300 123 2220

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