



Introduction

TES Global is a digital education company helping schools, teachers and universities succeed, and is home to TES and Times Higher Education. Both titles have a history of the highest quality journalism dating back over 100 years and 45 years respectively, and our approach to editorial standards is informed by this heritage. Everything we do is underpinned by a commitment to fair and accurate reporting, an essential foundation for specialist publications focused on education and the work of teachers and academics.

Our Editorial Standards

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Our writers and editors are all aware of and abide by the Editors' Code. We have not sought pre-publication advice from IPSO on any matters relating to the Editors' Code, but are aware that this service is available should we require it.

Editorial staff are trained in media law, and go to considerable lengths in their newsgathering to source stories – particularly those on contentious issues – first-hand and from verifiable sources.

It is standard practice for editors to interrogate the accuracy of any story that may be sensitive or damaging to any individual, group or organisation, and reporters are required to satisfy the relevant section editor that such stories are fair and accurate prior to publication.

It is also standard practice to offer a right-to-reply to those referred in any context that may be contentious.

All copy is checked by a sub-editor, prior to publication in the case of print, and shortly after publication in the case of online copy (web stories will always be checked by one of our section editors before they are posted). Editors also seek pre-publication advice from our external lawyers when legal questions arise, particularly in relation to libel and privacy.

Our journalists are all active on social media, and understand that the same standards of fairness and accuracy are required in this forum. Since we are writing about education, we also have clear processes in place to ensure that parental permission is obtained before any use of pictures of, or quotes from, children.

Our complaints-handling process

In the case of both TES and THE, complaints can be made to the editor, or one of the section editors, in the usual ways – via letter, email or telephone, and less formally via social media. Details of how complaints can be made, and about the role of IPSO, are published on our website, and complaints are taken seriously regardless of how they are submitted.

Typically a complaint will be handled in the first instance by the section editor responsible for the story in question (ie, the news editor, features editor, blogs editor). If the complaint is not resolved at this level, then it can be escalated to the TES or THE editors, and in any case the editors will be kept informed about complaints to ensure our response is appropriate.

Complaints about accuracy are usually dealt with by returning to the story that was published and re-assessing the disputed facts. This usually allows a clear judgement to be made about whether or not we stand by the accuracy of these facts. In cases where we do, we are robust in defending our journalism. We will not remove or redact stories that are fair and accurate reports simply because they are inconvenient to the individuals or organisations concerned. However, if we agree that we have inaccurately or unfairly reported or represented anything in an article, we always apologise to the party involved, amend the online version of the article, and publish an apology and/or correction both in print and online.

It is important to note that our policy is not to alter the historical record by removing accurate stories from our archive, even when they are years or decades old – if a story is an accurate record of what was correctly reported at the time, then our view is that it should stay in our archive unchanged.

Our training process

Editorial staff are trained in media law, and go to considerable lengths in their newsgathering to source stories.

Our record on compliance

TES and Times Higher Education have never received any complaints.