



IPSO Annual Statement

Covering the period 8 September 2014 to 31 December 2014

Introduction – Guernsey Press

Guiton Publishing is the division of the Guiton Group that is responsible for the media interests in the autonomous jurisdictions of the Bailiwicks of Jersey and Guernsey that comprise the Channel Islands.

Although a single organisation, the businesses in both Jersey and Guernsey operate under laws unique to each jurisdiction and different from the UK. This means editorial decisions, although based on a common set of journalistic principles and ethics, must be made in accordance with local legislation and the requirements of Guernsey common and customary law. The adherence to best-practice standards has been at the heart of the strong relationship that the Guernsey Press, the flagship title of the group in Guernsey, has enjoyed with the community it has served for 202 years.

In common with publishers in the UK, Guiton Publishing has voluntarily signed up to IPSO and will meet its contractual obligations with the regulator. However, Guernsey is not subject to the jurisdiction of the courts of England and Wales; and the States of Guernsey, the Island's parliament, is the sovereign authority in the Island. While Guiton Publishing will strive to meet best-practice standards, local laws and obligations will, in all cases, need to take precedence.

The Guernsey Press is the Island's only daily newspaper and its online counterpart is the leading provider of digital news and commercial content. The newspaper has a local board of directors, both operationally and in non-executive capacity and also a non-exec chairman, who are prominent in the local community.

Because of the compact nature of the markets we serve, the directors are easily accessed by members of the government, officers of the law and by the wider readership in general. The weekly reach of the Guernsey is in excess of 8 out of 10 adults, with audited daily circulation of more than 13,000. The Guernsey Press is distributed throughout the Bailiwick of Guernsey, which includes Alderney, Sark and Herm.

Guernsey Press publications

The Guernsey Press and Star (and associated supplements)

The Weekly Press

The Globe

Guernsey Now

Business Brief

Love Guernsey

Guernsey Press digital publications

www.guernseypress.com and associated commercial platforms

<http://www.bisi.gg/>

<https://www.guernseylovesfood.com/>

The publisher's responsible person is Mrs Yvonne Blundell, Editor's PA, Tel: 01481 240244, yblundell@guernseypress.com

Our editorial standards

The Guernsey Press is committed to upholding the Editors' Code of Practice. Journalists are issued with copies of the code and details are set out on the company's intranet. Training sessions – internally and externally – reinforce and refresh the importance of adhering to the code. All staff are reminded of the need to uphold the code at all times and the importance of representing the news organisation and its owners – and the profession of journalism – in a positive and professional manner.

In respect of IPSO, guidance would be sought prior to publication if deemed necessary by the editors. Any guidance would be considered alongside any legal advice (if any) that had been sought. Guidance would also be sought from IPSO in resolving complaints made to IPSO. This may take the form of agreeing a suitable resolution to a complaint with IPSO acting as the conduit between the complainant and the newspaper.

Our complaints-handling process

In what form are editorial complaints accepted?

Complaints are accepted in all forms, by email, letter, telephone, social media and in person.

Who handles editorial complaints internally?

All staff are advised that telephone, in person and email complaints that come to them directly are to be logged and passed on to their line manager, for example, the news editor. These, in turn, are collated and logged by a central staff member, the editor's PA, upon completion of an internal notice of complaint form.

The level at which the complaint is handled depends on its seriousness but could ultimately be passed on to be resolved by the editor or his deputy.

Postal complaints are generally logged and directed to the editor or his deputy for handling.

Records kept of editorial complaints and their outcomes

The editor's PA logs all complaints and records and files the outcome. All staff have access to an internal complaints form upon which details of the complaint are logged. Outcomes are similarly logged.

How Guernsey Press seeks to resolve complaints

Complaints which have some foundation are resolved by offering the complainant some form of redress, usually as a correction/clarification in the newspaper and/or online or by removing the offending content from the online story. Corrections are generally placed on page 8 (our births and deaths page) unless there is a justifiable request from the complainant for a specific page or the correction can go next to a follow-up story on the same subject. Online corrections are generally added to the original article.

Occasionally, the newspaper will take extra steps such as sending flowers as part of the recompense or writing an article specifically to address the complaint raised. Complaints raised by our 'report abuse' button on the guernseypress.com online forum are directed to senior staff who either edit or delete the offending comment if warranted.

What information it provides to readers and where about its internal process for editorial complaints and IPSO's complaints process

Online

A prominent button on the front page of www.guernseypress.com headed 'Making a complaint' and the subhead 'Do you have a complaint about an article in the Guernsey Press. Click here.' Clicking through takes the reader to an online form titled Editorial complaints. This specifies that the company abides by IPSO guidelines with a hyperlink direct to the IPSO website.

It goes on to give details of how to make a complaint, including a hyperlink to a bespoke online complaints form. It also gives a postal address for complaints and a bespoke email address feedback@guernseypress.com.

It then summarises the newspaper's complaints policy and gives a hyperlink to the IPSO editor's code.

In paper

In paper, there is a daily panel underneath the leader column which names senior editorial staff, gives company telephone numbers and, under the sub-heading, 'Complaints, corrections and clarifications' there is an explanation that the newspaper abides by the IPSO code. It then gives telephone, mail, email and online contact details for making a complaint.

A regular filler advert in the newspaper headlined 'How to make a complaint about an article by this newspaper' states that the newspaper is committed to standards set by IPSO and its code of practice. It then gives telephone, mail, email and online contact details for making a complaint to the newspaper and advises that unresolved complaints can be taken to IPSO direct. IPSO's full contact details are then provided, including website, telephone, postal and email.

Our training process

Reporters have all been advised about the complaints handling methods outlined above and issued with the IPSO code of practice. Their attention is drawn to relevant aspects of the code by senior managers as and when stories about juveniles etc are instigated.

The code is also posted prominently on noticeboards for reference.

All editorial staff have been advised that a new watchdog for the newspaper and magazine industry has taken over responsibility from the former Press Complaints Commission and that its aims include: 'To promote and uphold the highest professional standards of journalism in the UK, and to support members of the public in seeking redress where they believe that the Editors' Code of Practice has been breached.'

They have been advised to keep a copy of the code in pdf form on their desktop and to be aware there may be changes to this code at some stage which they will be kept updated about.

They have been told that in the event of a complaint they follow the newspaper's strict complaints procedure, shown below.

In the first instance, if alerted to a complaint you must:

- **Note the complainant's name, contact details - including telephone and email**
- **Log the time and the date of the call / initial contact**
- **Establish the details of the story and the nature of the concern**
- **Inform them that they can complain either in writing, via email or by completing an online form that is available on our website's home page**
- **Alert your line manager immediately ie. in person, by email or by phone**
- **If your line manager is unavailable, inform the editor's PA or the duty editor**

At a group company level we are in the process of securing a training programme for all staff to ensure they have a full and updated understanding of the IPSO code.

Our record on compliance

IPSO has yet to rule on any complaints against the Guernsey Press.

Appendix

Attached is a full summary list of complaints received during the period under review.

INDEX OF COMPLAINTS									
DATE	NAME	ARTICLE	NATURE	REFERRED TO	VIA	RESOLVED	IPSO ?	NOTES	
[REDACTED]	[REDACTED]	Court from 1979	libellous	[REDACTED]	[REDACTED]	PENDING			
[REDACTED]	[REDACTED]	Court story	wrongly accused?	[REDACTED]		YES	NO		
[REDACTED]	[REDACTED]	Court story	incorrect caption	[REDACTED]	[REDACTED]	YES	NO		
[REDACTED]	[REDACTED]	Facebook post		[REDACTED]	[REDACTED]	PENDING		awaiting sign off of notes from SH	
[REDACTED]	[REDACTED]	Facebook post		[REDACTED]	[REDACTED]	PENDING		awaiting sign off of notes from SH	
[REDACTED]	[REDACTED]	Sark Closed	incorrect headline	[REDACTED]	[REDACTED]	YES			
[REDACTED]	[REDACTED]	Juvenile rape	Juvenile reporting	[REDACTED]	[REDACTED]	PENDING		awaiting SG notes of telephone call with [REDACTED]	
[REDACTED]	[REDACTED]	Inside Track	money in football	[REDACTED]	[REDACTED]	PENDING			
[REDACTED]	[REDACTED]	Court story	unaware that this would be going in paper	[REDACTED]	[REDACTED]				
[REDACTED]	[REDACTED]	Inquest	didn't think cause of death would be used	[REDACTED]	[REDACTED]				
[REDACTED]	[REDACTED]	Requesting that we remove old articles from our online archive							